



premium
plus

Get caller details before you pick up the phone

A link to the caller's Zendesk contact record appears within Aircall as soon as the phone rings, so account owners and customer service agents can provide quick and personalised service.

Simplify workflows and minimize manual data entry

Log call details in real time and set triggers for ticket creation. Tickets and contacts are automatically created in Zendesk, saving time switching between applications and logging calls.

Quick set up

Admins will be able to turn on the Zendesk + Aircall integration directly from the dashboard. No hardware required or additional costs.



Why Aircall?

✓ Easy CTI Setup

No hardware needed. Simple and beautiful UI for admins and agents.

⚡ Fast

In less than 5 minutes, you can have your team up and running.

🔄 Connected

Connect to 50+ integration apps like Slack, Gong, Segment and more in just a few clicks.

🌐 Global

Create a local phone number in 100+ countries—instantly.

Features

- Instant numbers in 100+ countries
- Business hours scheduling
- Phone tree/IVR routing
- Team-based queuing
- Call recording
- Call commenting and tagging
- Cold and warm transfer
- Transfer to users, teams, external numbers
- Live Feed, activity and productivity reporting
- Click-to-dial & PowerDialer
- Live call listening & whispering
- Advanced API and webhooks

TRUSTED BY THE SPORTS INDUSTRY

