





WE ARE YOUR GO TO
TECHNOLOGY SOLUTIONS

OUR AGENDA



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07 Origin deliverables to Zendesk Customers

Mission & Vision

01

VISION

Origin is a software development firm established in April 2015. Our vision is to be a spearhead in the software development field in Egypt and the MENA region, while also being a learning hub for everyone about the software industry.

To help businesses become competitive with the power of digital innovation, outstanding design, and emerging technologies via building intelligent digital products.

Mission

Origin's mission is to give a competing edge to the Egyptian software industry with diverse technology solutions that help all kinds of businesses with digital transformation. We pride ourselves in providing high quality technology solutions that are tailored to our customers exact needs, such as running internal systems, managing software projects and more.

Origin plans on expanding its horizons by working on more projects and showcasing the variety of services that it provides.

Our Services

02

Our Services

Software Development

**Mobile Apps
Development**

Consultation

Outsourcing

Training

**CX & Customer Service
Digital transformation**

Our Clients

03

Our Clients



Partnerships

04

We are partners with



Microsoft



Zendesk

etisalat 



labiba.ai



paymob
never miss a transaction
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Zendesk

05

MEET ZENDESK

Champions of customer service



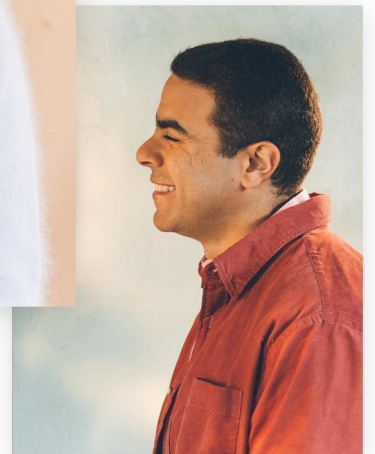
Powering the world's most innovative customer experiences



Customer service is in our DNA



CX best practice is built into our products





What is Zendesk?

- Zendesk is a suite of support apps that helps transform your customer service into agents for customer retention and lead source. It has one of the most flexible plan structures, making it ideal for business of any size.
- It consists of support, chat, call center solution and knowledge base modules that you can upgrade separately. However, its support plans include the basic versions of chat, call center and knowledge base, so you get all sides covered right off the bat.
- Zendesk Support puts all customer interactions in one dynamic interface for an efficient, seamless process. You can bring in customer queries from almost any channel via pre-defined ticket responses, web widgets and customer search history, allowing you to respond faster and with the right context.

Most solutions don't set you up for success

My customers want to use channels that I can't easily support

It's taking too much time and effort to resolve customer issues

Customer interaction data is split up in all these siloes, I don't have a unified view of the customer

It's so difficult and expensive to make any changes to our current systems

It's hard to collaborate and share information internally

I'm struggling to keep up with growing support volumes

Every time I need to make a change, the workflow breaks

Drawing insights from disparate systems is impossible

My agents are wasting so much time swivel-chairing between siloed systems

But delivering great customer experiences is hard

You have to balance both the customer and the needs of your business

Customers expect easy and accessible ways to connect



Customers want personalized and engaging interactions



Employees need the right information and tools in one place



Businesses need to adapt quickly to change



Business operations need to scale and adapt as the company grows



Trusted by 160,000+ companies in 160+ countries

Internet	Software	Telecom	Finance	Healthcare	Media and Entertainment	Retail	Travel	Edu, Nonprofit and Government
 SQUARESPACE								
								
								
								
								
								

Zendesk Features

- ✓ Flexible ticket management with automated workflow
- ✓ Multi-channel support: email, web, phone, chat, social media
- ✓ Mobile support with native iPhone, iPad, and Android apps
- ✓ Robust reporting and advanced analytics
- ✓ Customer facing web interface that you can easily brand
- ✓ Knowledge base portal and community forums included

Zendesk Features Cont.

- ✓ Over 100 out-of-the-box integrations with 3rd party apps
- ✓ Open API enabling seamless integration into your business
- ✓ Multi-brand support with linked accounts
- ✓ Unlimited, free “light agents” (Enterprise plan only)

Challenges facing digital support

- Slow response time
- Rude communication of customer service staff
- Lack of real time engagement
- Being transferred from one agent to another
- Excessive customer service automation
- No unified customer view
- Incompetent staff
- Offering a wrong product
- Fail to meet commitments
- No or poor after-sales support

Getting Started with Zendesk

- **Manage customer interactions**
- **Right place, right time**

Bring in customer interactions from anywhere. With features like web widgets, pre-defined ticket responses, and customer search history, give them faster support on their preferred channels they need now

- **Customize and personalize**

It lets agents draft new articles and knowledge on the fly, flag old content for improvements, and share AI-powered article recommendations inside tickets.

ZENDESK TOOLS

06

Zendesk Tools

- **Support**

Is a Ticketing system where customers seek you out to help them resolve their issues.

- **Guide**

Is a Help Center that enables you to provide end users with a complete self-service support option and empowers agents to better help customers.

- **Chat**

Live Chat and messaging is a faster and more personal way to engage your customers.

- **Talk**

Zendesk Talk for voice is cloud-based call center software built right into Zendesk Support.

Zendesk Tools Cont.

- **Explore**

Zendesk Explore for reporting and analytics is designed to help you analyze, understand, and share your business information.

- **Gather**

Zendesk Gather is a community forum solution that expands and improves support by empowering customers to connect and collaborate with one another.

Zendesk Support

- Regardless of the type of customer support you provide, the one constant for all support organizations is that customers seek you out to help them resolve their issues. Here are some of the options that your customers have for contacting you:
 - Send an email
 - Fill out a support request form in your Zendesk Support portal
 - Fill out a support request form on your own web site
 - Call you on the telephone
 - Text chat with you
 - Send you a Tweet
 - Post on your Facebook wall

Zendesk Support

- All of these communication options are referred to as channels. You decide what channels you want to enable in your Zendesk account and how your customers can reach you.
- You can open even more ways of communicating with your customers by adding apps to your account. These give you additional functionality and connect you with many popular internet products and services such as Salesforce, JIRA, and SugarCRM.
- All support requests, from all channels, become Zendesk Support tickets. Tickets capture your customer's initial request for support and all the conversations your agents have with the customer along the way to solving their support issue.

Zendesk Explore

- Zendesk Explore is a tool for analytics and reporting.
- It helps you collect, measure, and improve the entire customer experience.
- You get clear reports for colleagues generated automatically: the topics your customers ask about most, how successfully AI is solving tickets, and many more.
- The Expertise is included
- Customize where it counts
- Show what you know

Zendesk Chat

- Once your team of agents is created and configured, you can design their workflows – how they connect with chat requests, and how they interact with customers through those chats.
- Workflows are defined by the elements in the tasks discussed in this section.
- Create triggers.
- Set up shortcuts.

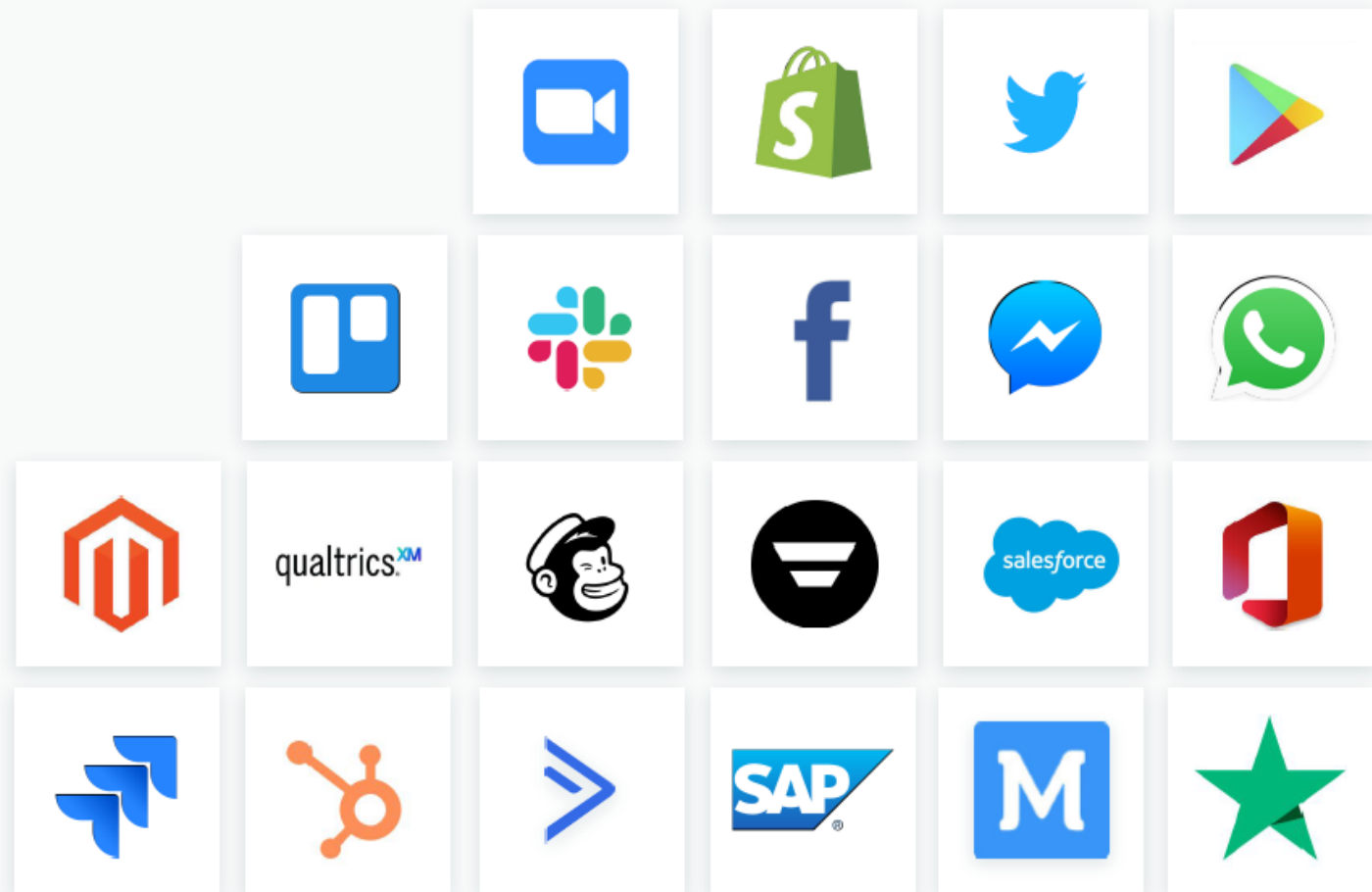
Zendesk Guide

- Using Guide you can create a help center that includes:
- Branded customer-facing support site
- Knowledge base, for publishing self-service content
- Community, for customer collaboration (available on Suite Professional and above; not available for Support + Guide customers)
- Customer portal, where customers submit tickets and also manage their tickets (ticket management is not available on Suite Team)
- Your end users can use the information in the knowledge base or turn to the community (if available), for answers. If they can't find an answer, they can submit a request to an agent. Agents can use the knowledge base to help solve tickets faster.

Zendesk Talk

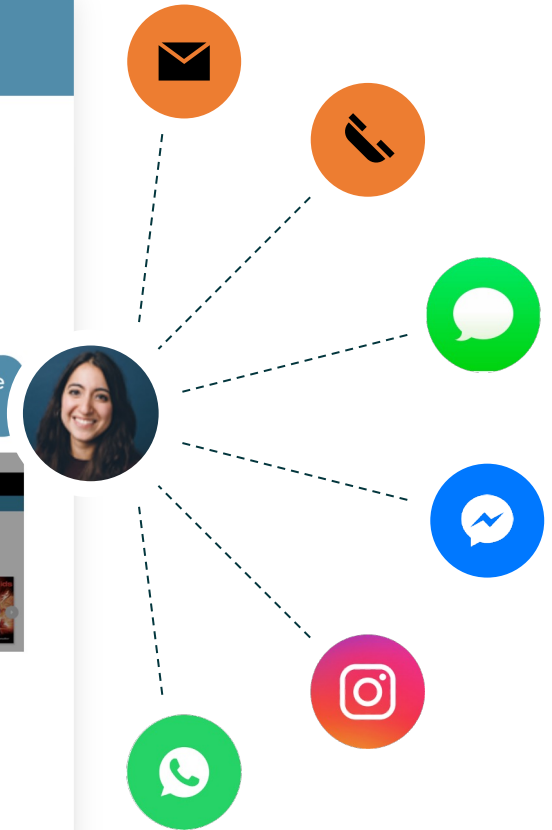
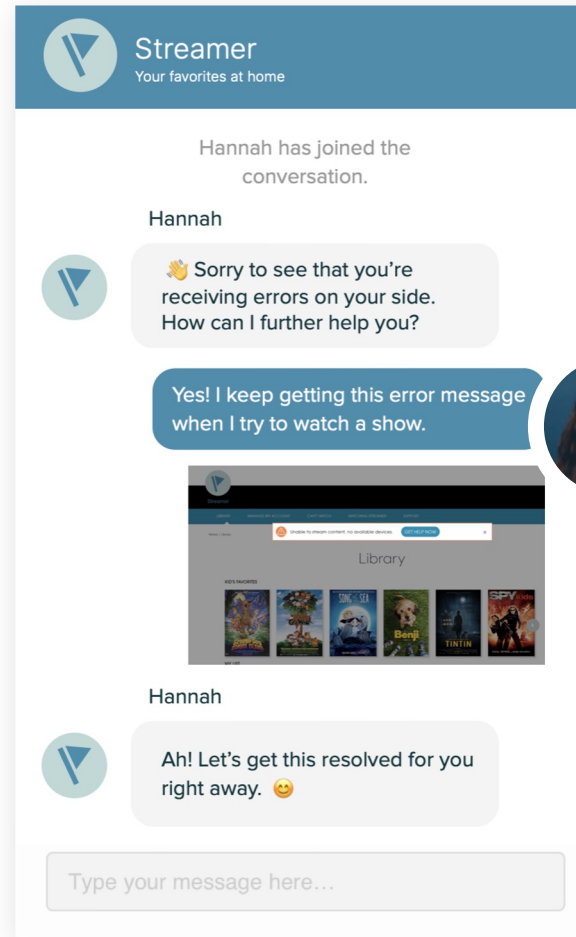
- Zendesk Talk for voice is cloud-based call center software built right into Zendesk Support. It enables you, and your teams to provide phone support from the same platform you use to manage your other support channels.
- If you're new to Talk, work through the following steps to help you get up and running:
 - Step 1: Checking number availability and regulations
 - Step 2: Understanding Talk costs
 - Step 3: Setting up your network and hardware
 - Step 4: Enabling Talk and configuring general settings
 - Step 5: You're now ready to start placing and receiving calls with Talk

We have 1,000+
integrations for
the apps you
use most



Make it easy for your customers

Deliver rich conversational experiences across your web, social and mobile apps.



*Zendesk messaging
with social integrations*

SUPER NEW!



Messaging



Email



Social



SMS



Voice



Help Centre



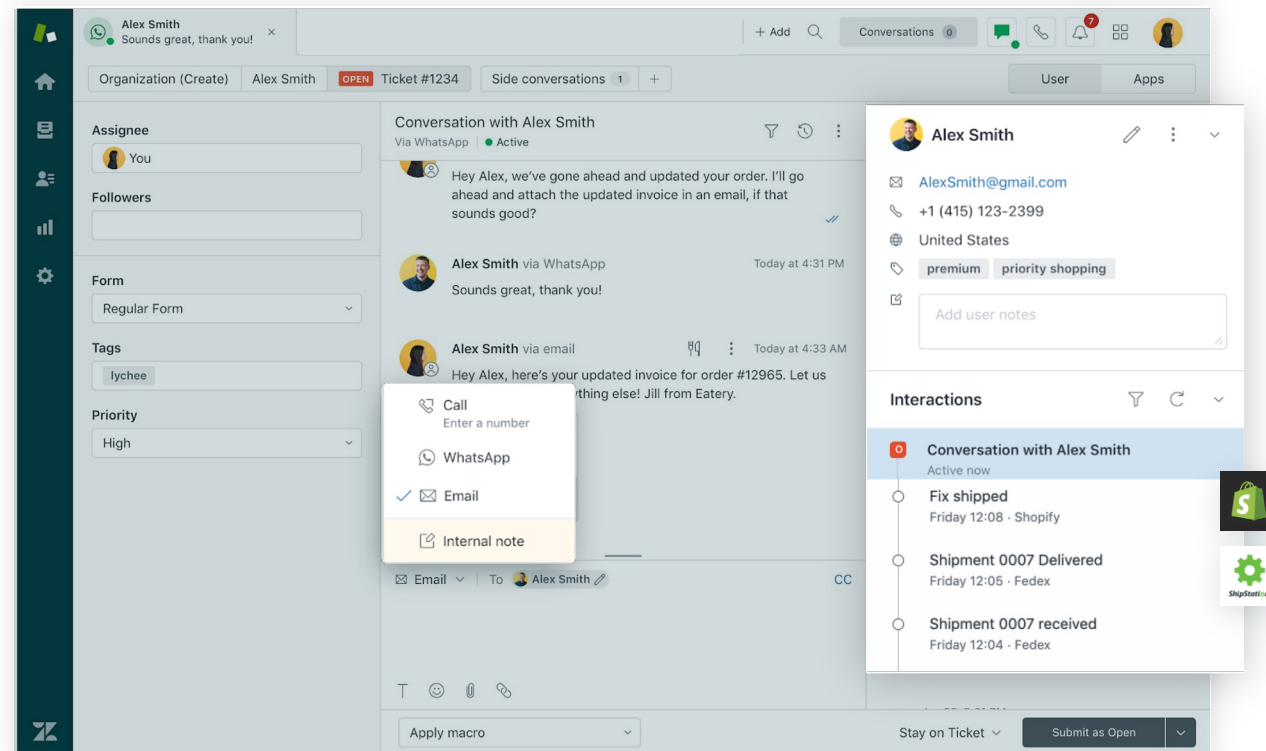
Community



Bots

Set your teams up for success

Empower your teams to manage conversations and collaborate with others all from one unified workspace



Agent workspace



Agent workspace



Customer context



Routing and intelligence



Knowledge management



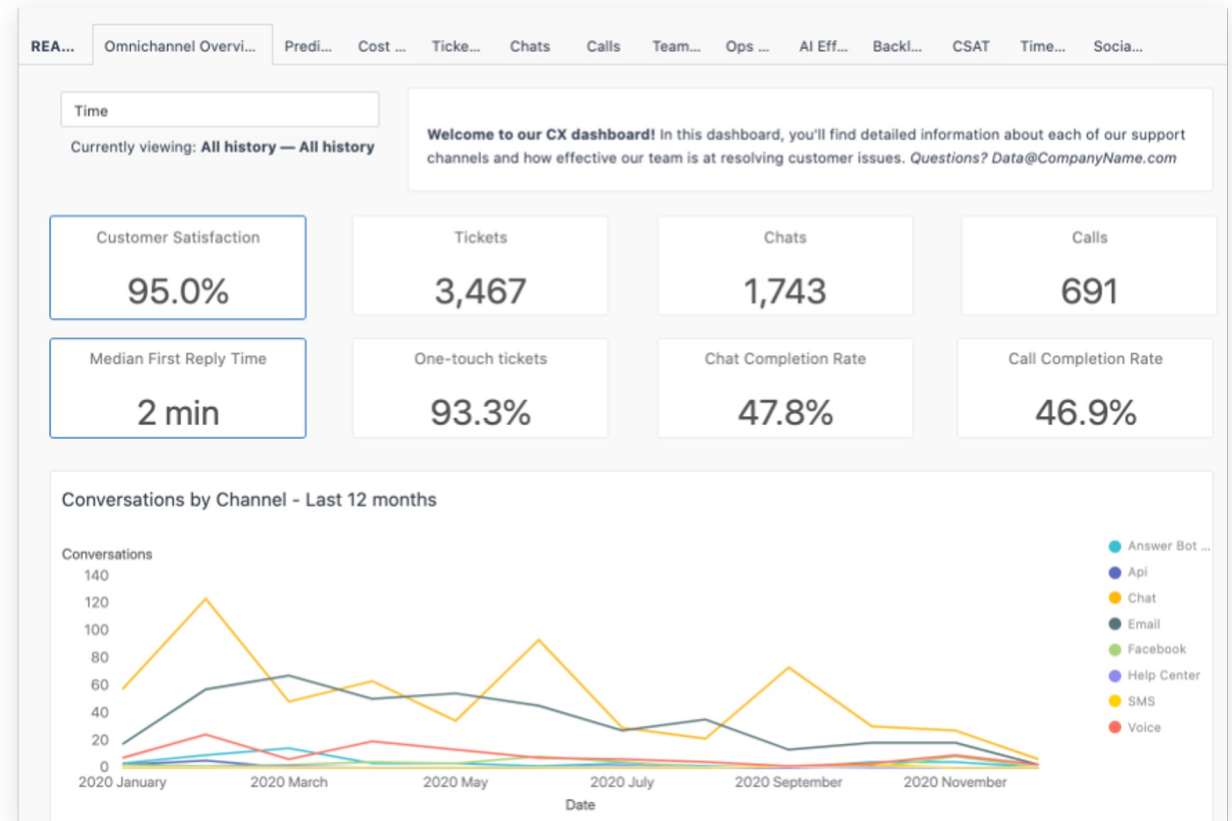
Collaborations tools



Marketplace

Keep your business in sync

Take the right action at the right time, with a 360° view of your customer, built-in analytics, automations and workflows



Service overview dashboard

Origin Deliverables to Zendesk customers

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What Origin Team can deliver

- **Zendesk Subscription**

- **Implementation**

Implementing all the workflows requested by the customer on Zendesk to fulfill the business needs and increase the CSAT

- **Integration**

Integrating with any System the customer is currently using based on their requirements

- **Reports & Knowledge base**

Create customized reports on requirements in addition to configuring a customized knowledge base with articles

- **Email Customization + Answer bot**

Implement customized email templates based on business needs + adding answer bot for automated answers

What Origin Team can deliver

- **Triggers / automations & SLAs**

Activate automations, triggers and configure SLAs based on Duravit team requirements

- **Training**

Provide training sessions for Duravit team to help them understand Zendesk and use it professionally

- **APIs/ Integrations**

Help the customer with any technical inquiry or API integrations needed

- **Annual Support package (optional)**

If required by Duravit team , we can provide 10 man-days as annual support package that can be used by Duravit team through the year for any kind of support needed and can be renewed or increased anytime based on the man-day rate specified in the proposal

THANK YOU

We're Done!

Thank you for your Attention

Have a great day ahead

Contact us : Email : info@origin-me.com Mobile : 01008777977