

# Case Study | Skype4B Adapter



## Skype4B Adapter for Freshdesk to Trading Solution Provider

### About Client

Customer is one of leading market data and trading solutions provider in Nordics.

### Product Used

Skype4B Adapter for Freshdesk

### Business Benefits

- Provision for a more personalized interaction
- Saves Agent's time
- Increased collaboration
- Improved user experience

### Business Challenges

- Time spent by the service representatives working on siloed systems to resolve an issue
- Need towards utilization of a more familiar collaboration tool

### Solution Provided

- Provided a CTI Adapter for freshdesk with the following features.
- Screen-pop user details to the agent
- View historical information of the interaction
- Utilize SfB features within freshdesk
- Store the context of the interaction in a single click from CTI

