Zendesk Mobile Application

How to install the Zendesk mobile application on your device?

mezzanine

creating productive societies

About the Zendesk Support Mobile APP

- The Zendesk Support mobile app is triage-focused ticketing app for agents and team lead. It's designed to let you quickly work with support tickets on your mobile device, including:

  - o Sorting, filtering, and searching tickets and ticket views
  - o Creating tickets
  - o Commenting on and updating tickets
  - o Receiving notifications when tickets are submitted or updated
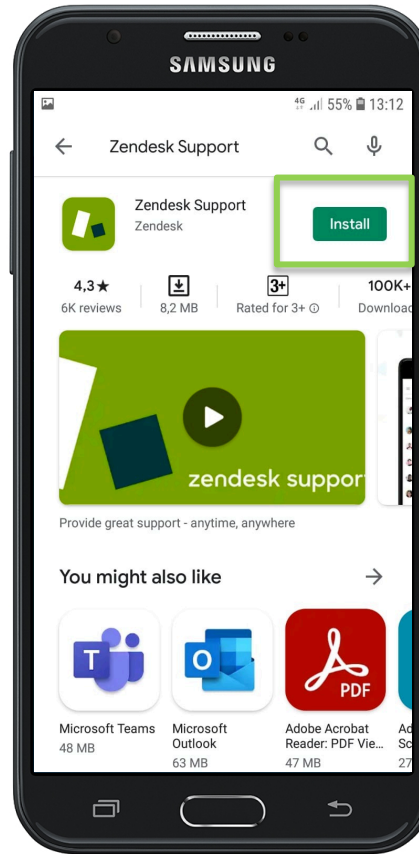 - o Setting your Talk status

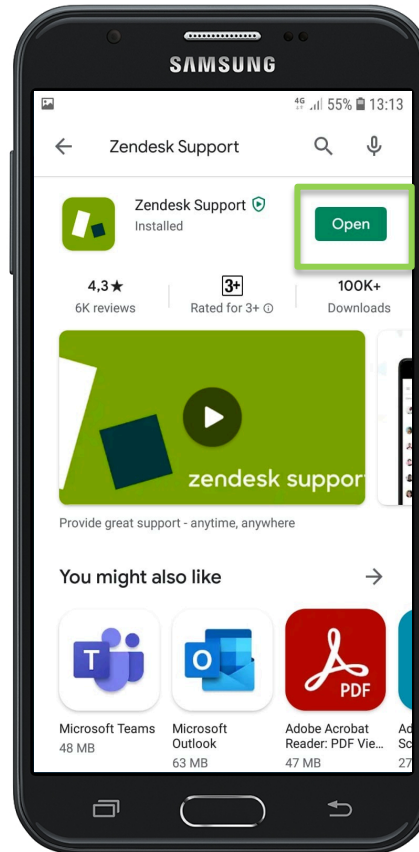# 1. Go to google Play Store on your android device.

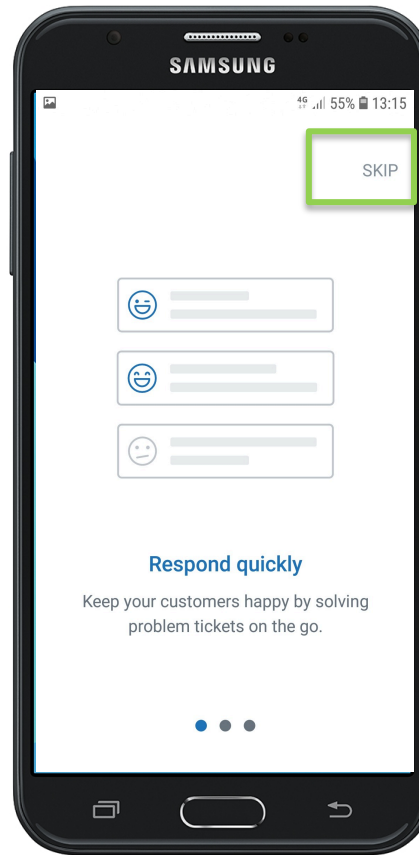# 2. At the top of the screen click on the 'search bar' and search 'Zendesk Support'.
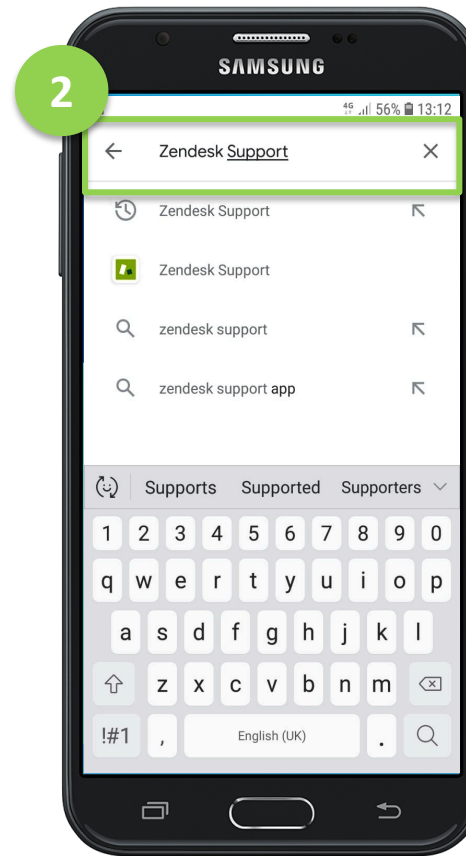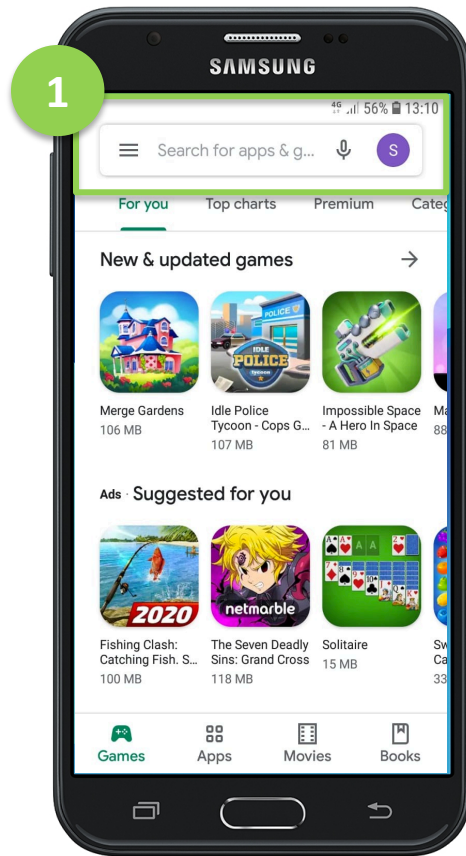
3. Click on 'Install'.

4. Once the app has been finished installed, click on 'Open'.

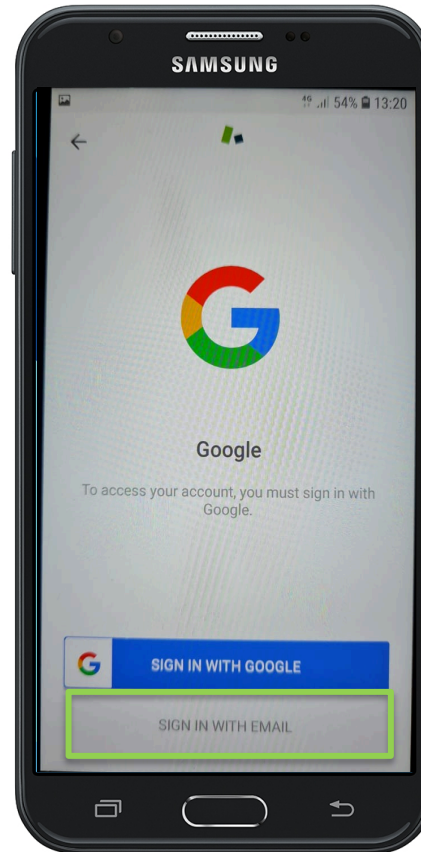# 5. Should you see a screen, that gives you quick tips, you can either slide through it or click on 'Skip'.

6. Enter your domain name and click on 'Next'.
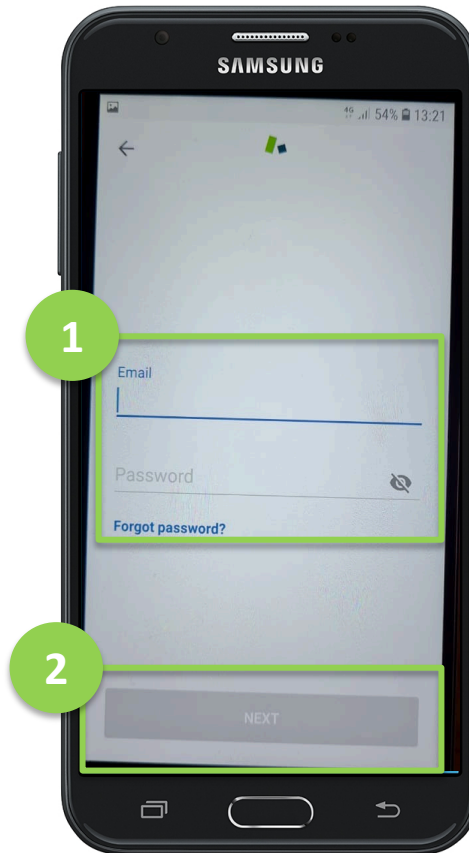# Domain name: mezzanine.zendesk.com

7. At the bottom of the screen, click on 'Sign in with email'.

8. Enter your email address that you were registered with and password. Click on 'Next'.

9. Once you see your tickets, you have successfully installed the application.