CxEngage Skylight

Enhanced Agent Experiences with CxEngage Skylight: Pre-Built CRM Integrations

By integrating your CRM's valuable data with CxEngage, you'll have an even more powerful platform for delivering insight-rich customer and agent experiences.experience.

✓ Boost productivity by giving your agents instant access to critical customer records without tedious and time-consuming switching between applications.

✓ Reduce Average Handle Time by populating key information, such as customer name or case information, onto the agent's screen. By automatically pulling this valuable data from your CRM, agents can personalize calls and deliver a positive customer experience.

✓ Increase the number of outbound interactions that agents can make with click-to-dial for phone, SMS, or email directly from within the CRM contact record.

✓ Intelligently route inbound calls by matching customers to the agents who can best service them based on data from the CRM.

CxEngage Skylight for Salesforce

Not only does CxEngage integrate with Salesforce, they're also one of our longtime customers. This relationship means we have deep, pre-built integration with Salesforce Classic and Lightning that will get you up and running quickly.

CxEngage Skylight for Zendesk

Combine Zendesk's powerful, service-centric CRM and ticket management system with CxEngage for a true omnichannel customer experience.

No CRM? No Problem!

We want you to have choices when it comes to integrating a CRM with CxEngage. If you aren't already using a third-party CRM, like Salesforce or Zendesk, you can utilize Agent Desktop (also known as Skylight) for CxEngage, our built-in CRM. With the powerful combination of CxEngage and Agent Desktop, your agents have immediate access to key customer information and can work more efficiently.