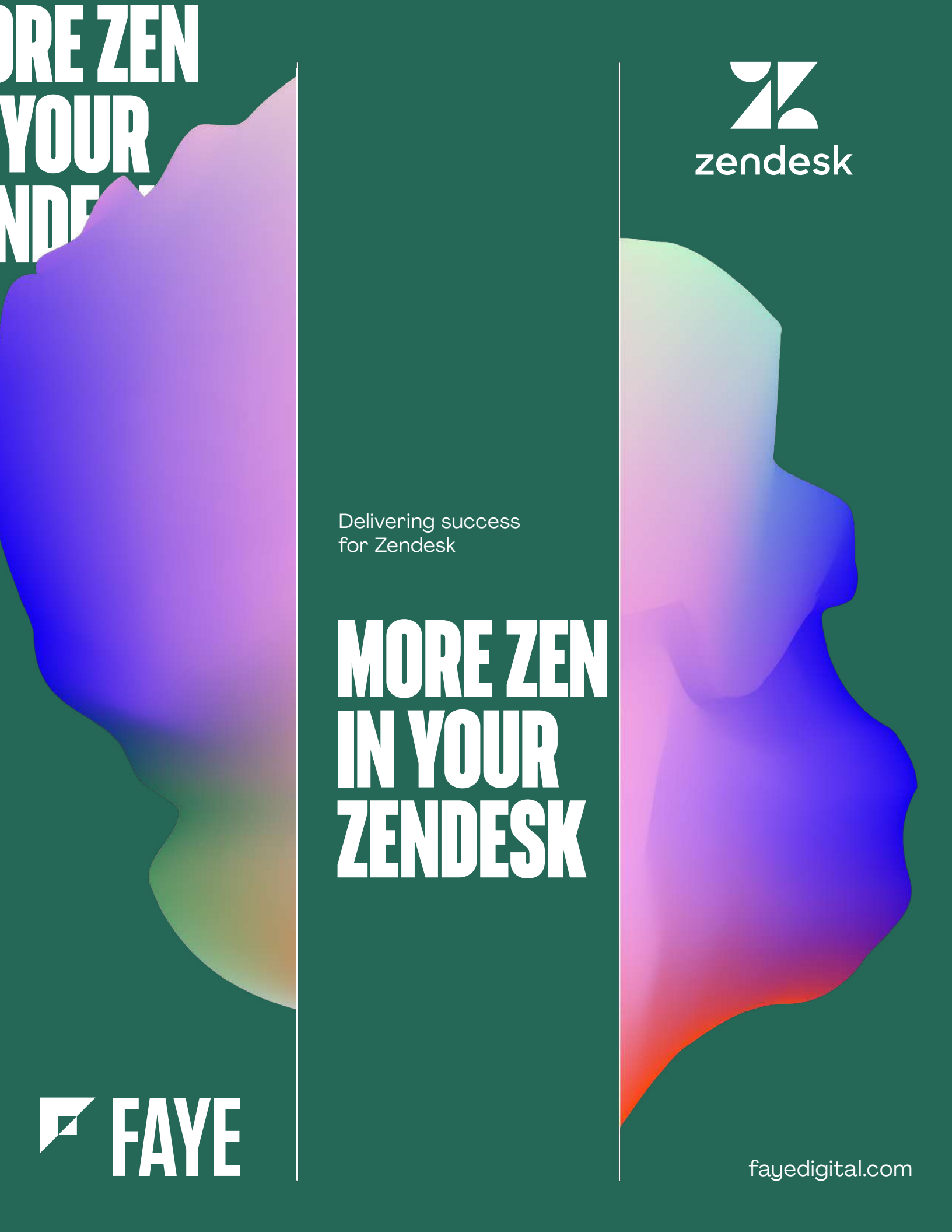
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MORE ZEN
IN YOUR
ZENDESK
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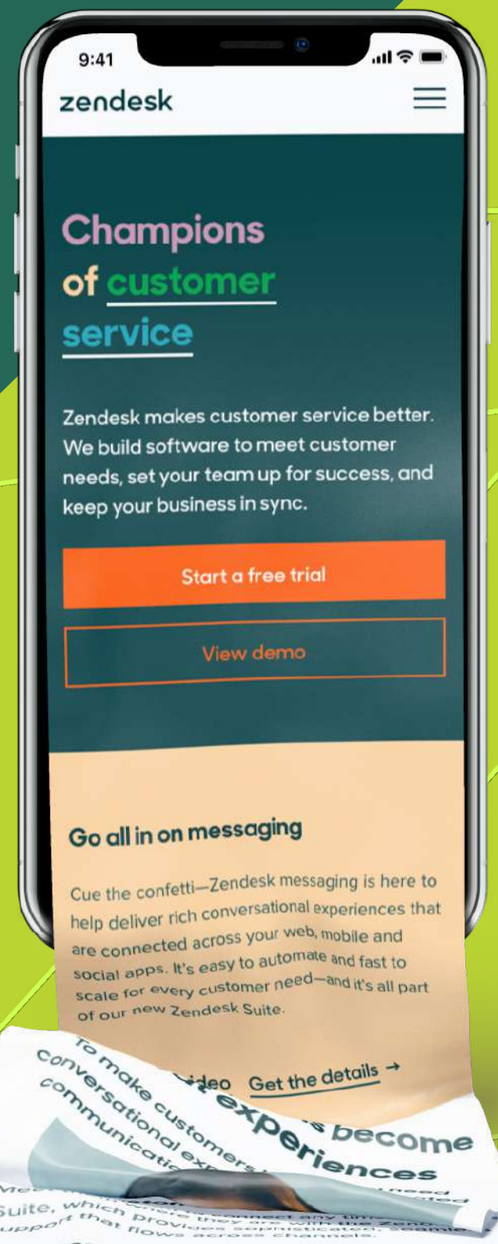

MORE ZEN FOR YOUR SOFTWARE

THE ZENDESK SOLUTION DEVELOPMENT PARTNER OF YEAR

The best companies in the world realize that the future will look vastly different to the present, and software is the way to gain a competitive edge. Faye is a Master Zendesk Partner, providing end-to-end implementation, integration, training and support for all Zendesk platforms.

WE EAT SOFTWARE

At Faye, we love software. We eat it, breathe it, and build it. We make the best software in the world even better through better customization, optimization, enhancements and management. Faye's clients get 10x returns on their software because we help leverage the hidden potential. For users of Zendesk, we are a company intensely passionate about eating and optimizing your software to make it the best it can be.

MASTER zendesk partner
Solutions Development Partner of the Year 2020

zendesk sunshine
#1 Partner in North America

Inc. 5000 WINNER

2020 VAR 100

zendesk sunshine
#1 Sunshine Conversations Partner in the World

THE CHANNEL CO. CRN

“FAYE HAS SHOWN THEMSELVES TO BE A RELIABLE AND CAPABLE PARTNER. I’VE SEEN FIRSTHAND THAT THERE IS NO TASK TOO BIG OR SMALL FOR THEM TO TAKE ON, AND MY ENTIRE TEAM HAS BEEN SO IMPRESSED WITH THEIR STRATEGIC AND INNOVATIVE APPROACH TOWARD CLIENT SOLUTIONS. THE TECHNICAL DESIGN PHASE IN PARTICULAR WAS THOROUGHLY DEFINED, INTENTIONALLY CRAFTED AND EXECUTED WITH CARE.”

EMILY - COMPANY X

DOING THE WORK OF 1000 WITH 100

HOW WE HELP WITH ZENDESK

01.

CX STRATEGY

Unlock the full potential of Zendesk and set up your team for success with a powerful customer experience strategy.

02.

IMPLEMENTATION & MIGRATION

Drive digital transformation with world class planning, and implementation of Zendesk products.

03.

CUSTOM INTEGRATIONS & SOFTWARE SERVICES

Integrate Zendesk with your entire software stack using the power of Faye's pre-built integrations and custom software development team.

04.

ONBOARDING, TRAINING & SUPPORT

Whether onsite or remote, Faye offers Zendesk training, onboarding, refreshers and technical support for clients worldwide.

05.

SOFTWARE OPTIMIZATION AND EVOLUTION

Use your Zendesk data to inform better business decisions, with Faye as your software optimization partner.

AXIA FOR ZENDESK

Our flagship offering. Drive ongoing value and optimization for your business with strategy, support, training and access to our full software suite.

Zendesk has taken over the world with its innovative and powerful platform but as you use it more, the need to integrate and configure it with your technology ecosystem grows. AXIA is purpose-built for Zendesk users.

For sales and support teams or technical and IT teams, AXIA supercharges the Zendesk platform with more support, strategic assistance, add-ons and integration options. You've put a lot of energy into selecting the right software. Now it's time to get it singing like Celine Dion.

BUILD FOR SCALE

You are unique. Selecting the right software is just the beginning. Poor implementation leads to reduced ongoing value and ROI. A clear strategy backed by consistent execution is the key to success. That's what AXIA provides. AXIA for Zendesk increases certainty in an easy monthly or annual subscription.

Find out more at
www.fayedigital.com/axia-zendesk

Strategy

Ongoing strategic advisory and software management planning.

Adoption

Onboarding and training, to ensure a culture of adoption remains.

Configuration

Setup and configuration of your new or pre-existing software, to optimize for success.

Accountability

Training, refreshers, documentation and technical support, on call when needed.

Deployment

Implementation assistance from initial migration through to updates and enhancements over time.

Agility

Discounts on additional services when needed, and regular audits to align software use to your business direction.

FLARE BY FAYE

zendesk sunshine

Seamlessly connect and understand all customer data across your CRM, ERP and software ecosystem using the power of Zendesk Sunshine and Flare by Faye.

Flare fulfils the promise of Sunshine by transforming Zendesk from a tool into a customizable and data integrated platform with 360-degree tech stack visibility.

With Flare you can import and sync data from other systems, customize your Zendesk views with panel designer and get more from the feature sets within Zendesk.

Find out more at
www.fayedigital.com/flare

WHAT FLARE DOES

1

SYSTEMS INTEGREATION AND DATA ENRICHMENT

A simple and powerful CRM to remove friction from the sales process. Faye creates greater productivity and effectiveness for your teams with enhanced CX strategy, data migration, analytics and integration.

2

ZENDESK UI CUSTOMIZATION VIA FLARE STUDIO DESIGNER

The complete customer service solution that will grow with you. Faye drives stronger data analysis and software stack integration while dialling in many of the features you may not be utilizing perfectly.

3

ZENDESK FEATURE ENHANCEMENT

Faye unlocks the power of your Zendesk instance by harnessing Sunshine with the use of Flare by Faye, a revolutionary new tool to connect your data and visualize it within the Zendesk platform.

MOVING BEYOND OUT-OF-THE-BOX

ZENDESK SELL

A simple and powerful CRM to remove friction from the sales process. Faye creates greater productivity and effectiveness for your teams with enhanced CX strategy, data migration, analytics and integration.

ZENDESK FOR SERVICE

The complete customer service solution that will grow with you. Faye drives stronger data analysis and software stack integration while dialling in many of the features you may not be utilizing perfectly.

ZENDESK SUNSHINE

Faye unlocks the power of your Zendesk instance by harnessing Sunshine with the use of Flare by Faye, a revolutionary new tool to connect your data and visualize it within the Zendesk platform.

INTEGRATIONS FOR

- → Hubspot
- → JIRA
- → Slack
- → Zoom
- → Salesforce
- → Constant Contact
- → NetSuite
- → QuickBooks
- → Sage
- → Dropbox
- → Microsoft

At Faye, we love software. We eat it, breath it, and build it. Our mission is to make the best software in the world even better by helping clients lead the way with software strategy, deployments, integrations and technical support.

With us is better than without us. As an Inc 5000 award winner 7 years in a row, we help mid-market and enterprise clients globally achieve up to 10x productivity returns by leveraging the hidden potential within Zendesk, SugarCRM, Salesforce, HubSpot, and more.

There is no ceiling to what we can achieve with a lot of caffeine and an uncompromising commitment to make software better. We are intensely passionate about eating your software complexity and challenges, so that you don't have to.

Our flagship offering, AXIA by Faye™ bundles our IP, capabilities and pre-built software enhancements into one monthly or annual subscription. The result - A partnership that drives lasting value and optimization even as you grow.

Call us
Email us
Live from
Serving clients
Look us up

818-280-4820
hello@fayedigital.com
Headquartered in California and with teams across 3 continents
Worldwide
fayedigital.com

Purveyors of fine software solutions to empower:
Zendesk | SugarCRM | Salesforce | HubSpot | and More