

About Us

As the #1 Zoho Partner in Connecticut, Tangible Analytics Consulting provides seamless integration of Zoho Desk into your organization. We offer expert consultants with extensive experience in customer support optimization, business process improvement, and software implementation. Our dedicated team is committed to helping your business reach new heights of efficiency and customer satisfaction through the adoption of Zoho Desk. By leveraging our expertise, you can streamline your support operations, improve response times, and enhance customer interactions.

Client Experience

- **Seamless Integration:** Expert integration of Zoho Desk with your existing systems for a unified support experience.
- **Custom Configuration:** Tailored configuration of Zoho Desk to meet your specific business needs and processes.
- **Comprehensive Training:** In-depth training sessions to ensure your support team fully leverages Zoho Desk's capabilities.
- **Ongoing Support:** Continuous support and optimization services to ensure your Zoho Desk implementation evolves with your business needs.



Elevate Your Customer Support with Zoho Desk

Support. Simplified. Exceptional

Zoho Desk is a powerful, cloud-based help desk software designed to help businesses manage customer support tickets, automate workflows, and improve customer satisfaction. With its intuitive interface and robust features, Zoho Desk empowers support teams to deliver exceptional customer service.

Key Features

- **Multi-Channel Support:** Manage customer inquiries from email, phone, chat, social media, and web in one place.
- **Automated Workflows:** Automate ticket assignment, escalation, and resolution processes to boost efficiency.
- **Customizable Dashboards:** Create personalized dashboards to monitor key support metrics in real-time.
- **Knowledge Base:** Build a comprehensive knowledge base to provide customers with self-service options.
- **Customer Portal:** Offer a branded customer portal for tracking ticket status and accessing support resources.
- **Advanced Reporting:** Generate detailed reports to analyze support team performance and identify areas for improvement.
- **AI-Powered Assistant:** Leverage Zia, Zoho's AI assistant, to provide intelligent responses and automate routine tasks.

Proven Advantages

- **Improved Response Times:** Quickly resolve customer queries with efficient ticket management.
- **Enhanced Customer Satisfaction:** Deliver superior service with a 360-degree view of customer interactions.
- **Increased Productivity:** Automate repetitive tasks to free up your support team for more complex issues.
- **Better Collaboration:** Facilitate seamless communication within your support team and with other departments.
- **Insightful Analytics:** Gain valuable insights into support performance with advanced reporting and analytics.