



Video Reply

Video Reply for Zendesk allows you to record video messages directly from the ticket to speed up and improve your communication with customers. As you know, it is better to see once than to hear twice, so Video Reply will definitely help to resolve your ticket faster. By the way, you can request a video explanation from your client to accelerate any support case resolution even more.

With Video Reply you can

- Record videos directly from Zendesk tickets or from the app's library;
- Create tutorials and capture the steps to resolve the issue;
- Select needed video from the library;
- Request videos from customers;
- Add tags to help you group videos;
- Check the video stats in elaborate reports.

Customer experience:



Roberto

★★★★★ 5 months ago

Cool tool. We can stay closer to customer, and explain diferent things about the web on a video.



Anonymous

★★★★★ 8 months ago

Great new feature which helps to ask our clients for video requests.



Anonymous

★★★★★ about 2 years ago

Wonderful tool. There are so many situations when it's so much easier to create a quick video than to try to write stuff out. I've been using it almost every day lately.

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