

Why Choose Plecto?

Broadcast your Zendesk data in real-time so you can turn your performance insights into action. Plecto's real-time streaming integration gives you the fastest way to stay on top of your Zendesk KPIs. At Plecto we support streaming for both Zendesk Support and Zendesk Chat.

1 **Plecto streaming is the fastest way to stay on top of your Zendesk data**

Bring together your most important KPIs on real-time dashboards, for instant visibility into calls, SLAs, queue times and more. Use our streaming integration for the fastest possible way to see your Zendesk metrics.

2 **Transform insights into impact**

Plecto transforms static numbers and scattered datasets into real-time, impact data visualization so your team can always stay on top of performance and quickly react to any performance trends.

3 **Motivate and engage your team**

Plecto goes beyond a standard dashboard tool. Combine dashboard visualization with motivating gamification features to create a culture of healthy competition and engagement.

| | Only Zendesk | Zendesk & Plecto |
|---|-----------------------------|-------------------|
| Refresh rates | Depends on metrics and plan | Every few seconds |
| Easily display dashboards on TV | ✗ | ✓ |
| Combine data from multiple systems | ✗ | ✓ |
| Fully customizable dashboards | ✗ | ✓ |
| Contests & leaderboards | ✗ | ✓ |

Case study: Reducing response time by over 50% with Plecto and Zendesk

Learn how the Scandinavian supermarket giant uses real-time dashboards to increase efficiency across its customer care department.

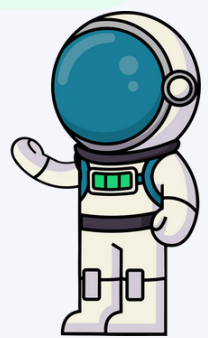
[Read the case](#)

Zendesk users see real results with Plecto. **Fast.**

Plecto delivers **real impact** to all areas of your contact center operations.

- +50%** number of dials
- Reduce wait time by **66%**
- CSAT 98%**

- High Performer** (G2, SPRING 2025)
- Easiest Setup** (G2, SPRING 2025, MID-MARKET)
- Best Est. ROI** (G2, SPRING 2025, SMALL BUSINESS)



Here's why our customers choose Plecto

"I use Plecto in our 1:1s, we use it on the sales floor, and I use it to check conversion rates and activities. Plecto is very customizable—you can do anything with it in terms of finding a solution to suit your needs. So that's wonderful!"

Alexandra Francis
Global Inside Sales Director, Secomea

"Gamification just works wonders out here to make sure people are having fun and staying motivated. You can see it in competitions; it's live and you can see that it's very motivating."

Emil Pedersen
Performance Specialist, Telmore

"The best feedback we have is the acceptance. Our sales agents are happy to see how they work, as they can compare themselves. This is the best success we have seen, that our front line is completely accepting Plecto and they are happy to have it there!"

Remo Pastori
Sales Manager, Sunrise

