bluestream
<content solutions>

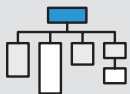# Enriching Zendesk with XDelivery Content Delivery Platform

Zendesk is becoming ubiquitous, it is a great tool that delivers real benefits to organizations of every type but it can now be made more powerful and give you an even greater competitive advantage.

Whether you are using Knowledge Base, Chat or Talk, you are sharing your information. If your core content isn't agile, modular and intelligent you are restricting what you can achieve.

Bluestream's XDelivery Content Delivery Platform and comprehensive APIs can be used to deliver the structured content created by your Tech Pubs team and SMEs directly to your Zendesk users.

End-to-end

XDocs provides a complete solution.Your content team can create, review, find, update, manage, localize and deliver content with unparalleled agility.
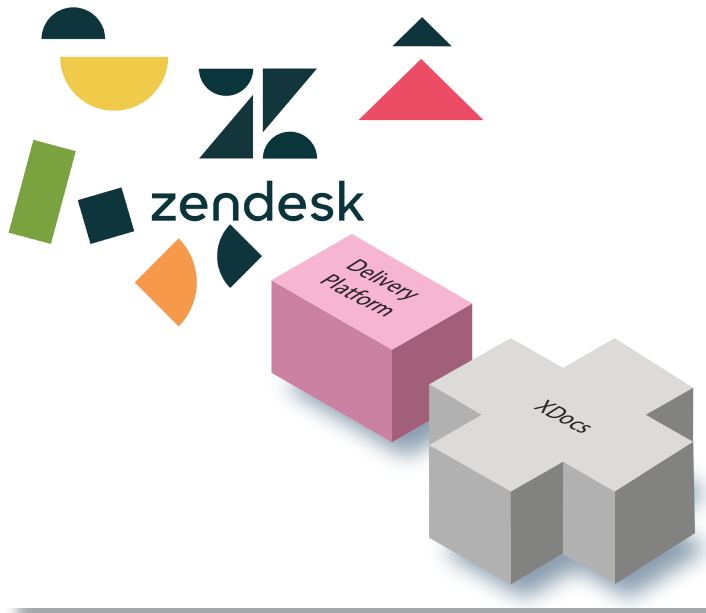
Solutions for all your content challenges

Delivering content for different audiences, languages, and publish outputs is easy. Delivery is agile, automated, and responsive.

Easy-to-deploy

Out-of-the-box XDocs is fully functional and feature rich. Customization is simple and it can be installed and deployed in hours.

> Help your customers to easily find even better support information through searches, right beside your forums, blogs, and KB articles.

> Dynamically update content through Bluestream's end-to-end solution.

> Use Bluestream's sophisticated tags to customize information based on user profiles, permissions, and languages, and deliver customer and configuration-specific documents, policies, or procedures.

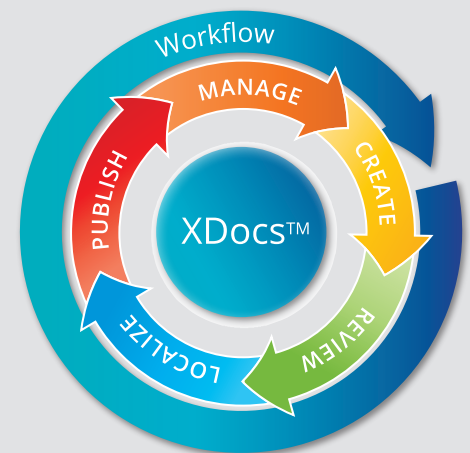Control every step of your content lifecycle with unparalleled agility.

Your technical publications team are already creating intelligent structured content – this can be enriched with Bluestream's XDocs DITA CCMS.

This and other content can be further enhanced by using the XDocs Dynamic Delivery Platform to integrate the material directly into Zendesk, enabling you to deliver sophisticated technical content, with navigation hierarchy, embedded multimedia, and information structure.

XDocs provides you with an end-to-end enterprise content solution.

Integrating the XDocs Delivery Platform puts your rich technical content in the hands of your customers and support team when and where they need it irrespective of device or platform.

If you use Zendesk and need to communicate complex information to your customers, partners or employees Bluestream can help.

Contact us today to explore the possibilities and catapult your business to new heights:

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www.bluestream.com