

# TAMANNA's Zendesk Enhancement Using Popdock Connector



## Problems and Challenges

TAMANNA's Zendesk agents were losing time and productivity by searching for their data. They had to access D365 Business Central, Zendesk, Broadleaf, and Myfatorah.com, their payment gateway, to respond fully to their customers' inquiries. Having to consult several different applications to retrieve customer history resulted in slower response times to their customers, and inefficiency in their data.

TAMANNA needed to consolidate information from all their solutions to give their Zendesk agents a full view on one screen that contained all the relevant information they need to deliver a great customer experience. Now their support agents can work within one application, Zendesk, and never leave it to retrieve relevant data.

## The Solution – Popdock Connector for Zendesk

TAMANNA was planning to implement an integration platform, but after finding eOne on the Zendesk marketplace, they wanted to know more. With the Popdock Connector, there is no need for integration. TAMANNA could simply display their D365 Business Central Data in Zendesk. After contacting eOne, their solution was up and running in two hours.



**“I’m not a developer, so I am very impressed with how easily I can make changes on my own.”**

Omar Ashour, Omni-Channel Customer Service Manager at TAMANNA

## Industry

Online Retail

## Systems Used

Microsoft Dynamics 365 Business Central

Zendesk

Broadleaf

Myfatorah.com

## eOne Software Used

Popdock Connector for Zendesk

## Location

Dubai



**See The Full Case Study  
[Here.](#)**

**Ready to learn more about the Popdock  
Connector for Zendesk?**

[Learn more on our website](#), or reach out to  
our team at [sales@eonesolutions.com](mailto:sales@eonesolutions.com).

## More About TAMANNA

Kuwaiti in origin, TAMANNA is the new number-one online destination for an unforgettable, convenient local shopping experience. TAMANNA exists to realize and deliver every wish for the most up-to-date exclusive selection of fashion, beauty, and lifestyle. Customers can now shop their favorite international retail brands conveniently online – the way they might shop at their favorite shopping mall.

Promising convenience at every level, customers can enjoy the ease of local same-day delivery service, convenient click-and-collect service at the Avenues Mall, and a simple 30-day return process.