



## NEWS RELEASE

### **IDS Announces Conversion to ZenDesk to Improve Mortgage Doc Prep Customer Service**

**SALT LAKE CITY, May 7, 2019** — Mortgage document preparation vendor International Document Services, Inc. (IDS), announced it has converted its customer service platform to ZenDesk. The move is designed to better serve IDS customers and help the firm maintain its commitment to responding to all customer inquiries and requests effectively and efficiently.

“Responsive customer service has been a cornerstone of the IDS brand since its inception, and as a company, we’re always looking for ways to improve the customer experience and ensure we are addressing all incoming customer communications in a timely manner,” said IDS Vice President and General Manager Mark Mackey.

ZenDesk Support provides IDS a simple system for tracking, prioritizing and solving customer support tickets. By keeping all customer support interactions in one place, communication is seamless, personal and efficient, aiding in customer service productivity and customer satisfaction. In addition, ZenDesk supports easy collaboration between the IDS Client Support Team and other internal departments on the same ticket to address complex support issues. The simplified dashboard also allows customers to easily submit and track help tickets.

“Not only is this move good for our internal team, but it also provides our customers with a portal that allows them to more clearly see what is happening with their support request, thus providing additional assurances that the IDS team is on the case,” Mackey added.

In addition, ZenDesk’s Help Center functionality allows IDS Client Support representatives to tag old tickets by topic for easy sorting and reference, creating an ever-growing repository of common support questions to enable faster support resolution.

“Migrating to ZenDesk helps our customer service team streamline the support ticket process, ensuring that system issues, customization requests and all other inquiries are addressed promptly and to our customers’ satisfaction every single time,” Mackey said.

#### **About ZenDesk**

The best customer experiences are built with Zendesk. Our customer service and engagement products are powerful and flexible, and scale to meet the needs of any business. Zendesk serves businesses across hundreds of industries, with more than 125,000 paid customer

accounts offering service and support in over 30 languages. Zendesk is headquartered in San Francisco, and operates worldwide with 16 offices in North America, Europe, Asia, Australia, and South America. Learn more at [www.zendesk.com](http://www.zendesk.com).

**About IDS, Inc.**

IDS, a Reynolds and Reynolds company, was founded in 1986 in Salt Lake City, Utah, and is a nationwide provider of mortgage documents and compliance. IDS services include eSignatures, closing documents, initial disclosures, document fulfillment and integration with leading loan origination systems and eClosing platforms. The IDS flagship doc prep solution, idsDoc, is recognized in the industry for its ability to be customized to meet specific lender needs, particularly in regards to major industry compliance changes. (<https://info.idsdoc.com/>)

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