



# SOFTWARE FOR BETTER CUSTOMER SERVICE

Zendesk brings companies and their customers closer together

## THREE PILLARS OF EXCEPTIONAL CUSTOMER SERVICE

Zendesk enables companies to foster happy customers and loyal relationships with the three pillars of exceptional customer service.

### CUSTOMER SUPPORT

Enable your team with an elegant system for dealing with ticket requests. Provide support through any channel including web, email, phone, Twitter, Facebook, and chat. Use custom actions, meaningful organization, and streamlined systems for managing support content. Reduce backlog and scale up to accommodate growing businesses with a large global audience.

### CUSTOMER SELF-SERVICE

Offer customers a quick path to get answers with a Help Center — knowledge base, community, and customer portal in 40+ languages. Track and predict their questions to provide a seamless path to answers, eliminating the need to contact customer service. Provide a single destination to track support history or search the knowledge base and community.

### CUSTOMER ENGAGEMENT

Capture data, gather feedback, and proactively communicate with your customers enabling your support team to get to look beyond a single transaction. Zendesk gives you a holistic view of unified customer information. Act on the insights customers provide to enhance their support experience. Turn interactions into conversations that are meaningful, personal, and productive.

## BENEFITS



### Easy

Simple to set-up and easy to use.



### Efficient

Do more with less.



### Flexible

Customize and scale.



### Low Cost of Ownership

Get more for your money.



### Exceptional Product Support

Get help every step of the way.

## ZENDESK AT A GLANCE

- 40,000+ businesses
- 140 countries
- 300 million people served
- Data centres in United States and European Union

## GET STARTED

Sign up for a free 30-day trial

[www.zendesk.com](http://www.zendesk.com)

|  | STARTER                           | REGULAR                            | PLUS                               | ENTERPRISE                          | ENTERPRISE ELITE                    |
|--|-----------------------------------|------------------------------------|------------------------------------|-------------------------------------|-------------------------------------|
| <b>MONTHLY PRICING (BILLED ANNUALLY)</b>                                   | <b>\$1</b><br>per month per agent | <b>\$25</b><br>per month per agent | <b>\$59</b><br>per month per agent | <b>\$125</b><br>per month per agent | <b>\$195</b><br>per month per agent |
| <b>MONTHLY PRICING (BILLED MONTHLY)</b>                                    | <b>\$2</b><br>per month per agent | <b>\$29</b><br>per month per agent | <b>\$69</b><br>per month per agent | <b>\$139</b><br>per month per agent |                                     |
| <b>AGENT LIMIT</b>   | 3                                 | Unlimited                          | Unlimited                          | Unlimited                           | Call for details                    |
| <b>SUPPORT FROM ZENDESK</b>  |                                   |                                    |                                    |                                     |                                     |
| Self-service: Knowledge base, community                                    | •                                 | •                                  | •                                  | •                                   |                                     |
| Support  |                                   | Email                              | Phone                              | Phone/Onboarding                    |                                     |
| <b>CUSTOMER SUPPORT</b>  |                                   |                                    |                                    |                                     |                                     |
| Macros, custom fields, localized agent interface, mobile apps              | •                                 | •                                  | •                                  | •                                   |                                     |
| Business rules   |                                   | •                                  | •                                  | •                                   |                                     |
| Screencasting, multi-locale  |                                   |                                    | •                                  | •                                   |                                     |
| Ticket forms, light agents   |                                   |                                    |                                    | •                                   |                                     |
| <b>CUSTOMER SELF-SERVICE</b>   |                                   |                                    |                                    |                                     |                                     |
| Knowledge base, customer portal, 40+ languages                             | •                                 | •                                  | •                                  | •                                   |                                     |
| Community, advanced customization  |                                   | •                                  | •                                  | •                                   |                                     |
| Multi-lingual content  |                                   |                                    | •                                  | •                                   |                                     |
| Multi-brand  |                                   |                                    |                                    | •                                   |                                     |
| <b>COMMUNICATION CHANNELS</b>  |                                   |                                    |                                    |                                     |                                     |
| Email, Twitter, Facebook, Voice  | •                                 | •                                  | •                                  | •                                   |                                     |
| Chat, Voice greetings & group routing                                      |                                   | •                                  | •                                  | •                                   |                                     |
| <b>REPORTING</b>   |                                   |                                    |                                    |                                     |                                     |
| Zendesk Benchmark  | •                                 | •                                  | •                                  | •                                   |                                     |
| KPI dashboard, satisfaction ratings  |                                   | •                                  | •                                  | •                                   |                                     |
| Advanced analytics   |                                   |                                    | Daily                              | Hourly                              |                                     |
| <b>SECURITY AND ACCESS</b>   |                                   |                                    |                                    |                                     |                                     |
| EU Safe Harbor Compliance, SSL encryption                                  | •                                 | •                                  | •                                  | •                                   |                                     |
| Digitally signed emails (DKIM/DMARC), SSO with SAML support                |                                   |                                    | •                                  | •                                   |                                     |
| European data centre, audit logs, custom roles, network access restriction |                                   |                                    |                                    | •                                   |                                     |
| <b>API &amp; INTEGRATIONS</b>  |                                   |                                    |                                    |                                     |                                     |
| REST, Email, JavaScript API, 100+ third party integrations                 | •                                 | •                                  | •                                  | •                                   |                                     |



## Why our customers love zendesk



### EASY TO USE AND CONFIGURE

“Our agents love it because it offers the perfect balance of simplicity and power. I can’t recommend Zendesk enough – I’m a huge advocate. I think it’s the best piece of software we’ve ever used.”



### ADVANCED ANALYTICS AND REPORTING

“The Zendesk metrics mean I can monitor trends across the business – such as which unit submits the most tickets, how long tickets take to resolve, and what the peak times are during the day.”



### SCALABLE FOR YOUR GROWING BUSINESS

“Right off the bat, Zendesk was intuitive to use... Plus, we knew that because it was a web-based solution, it could easily scale to support our increasing volume.”



### MULTI-LINGUAL WITH HELP CENTER IN 40+ LANGUAGES

“We have so many country platforms we needed a proper multilingual system...Now we can just extend and scale as the markets change.”



# Give customers a positive customer support experience.



continue to seek out vendors for **2 or more years** after good experiences.



continue to avoid vendors for **2 or more years** after bad experiences.

## Customer self-service. Always open.



Prefer self-service over speaking to a live support agent.



Would use a knowledge base if tailored to their needs.

