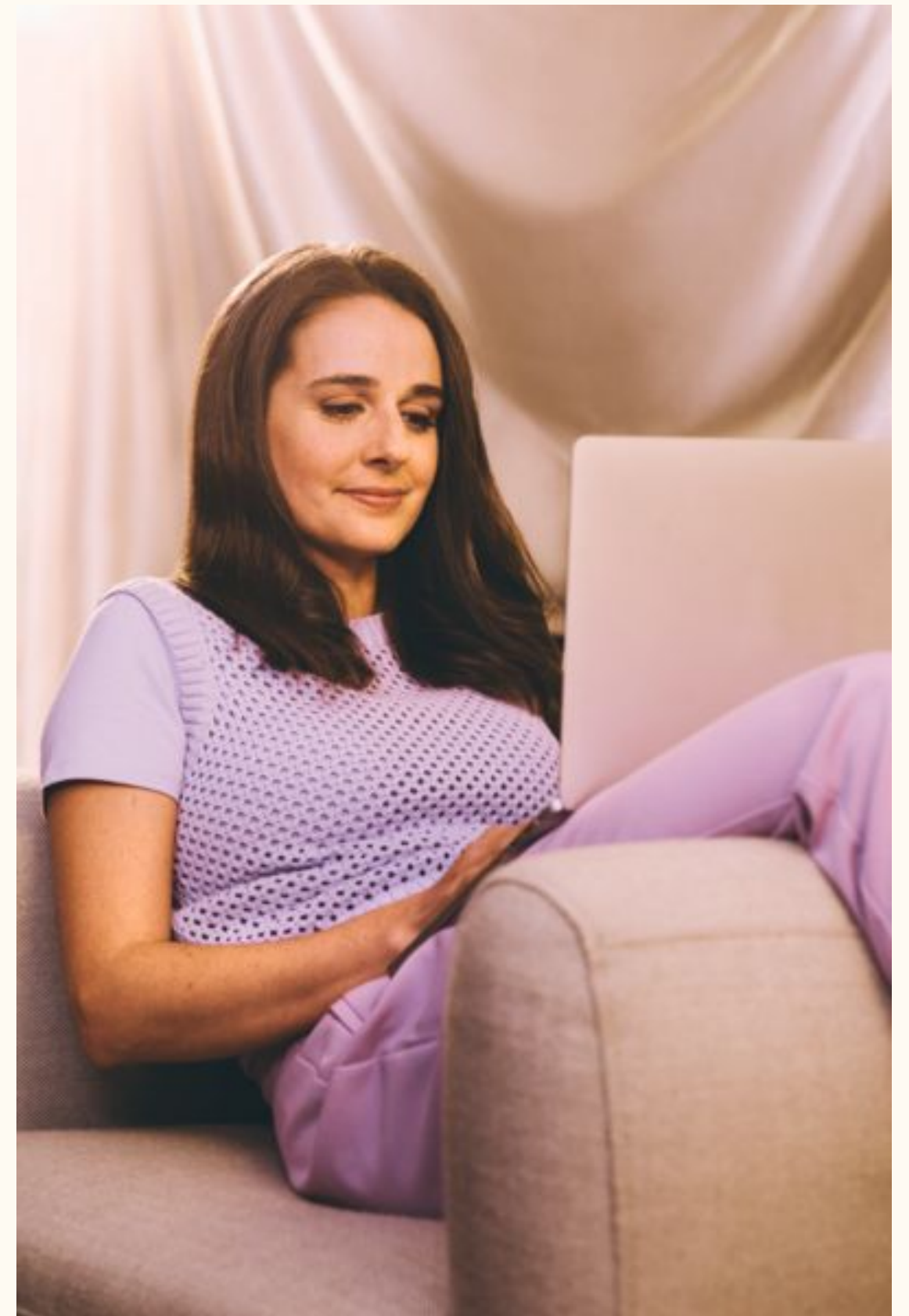


PROFESSIONAL SERVICES

Advisory services

Strategize and execute on your long term CX vision with guidance from our industry leading experts.





ADVISORY SERVICES

Reach your full potential of the Zendesk Platform

Receive technical and strategic guidance from CX experts with deep expertise across our suite of products.

PLATFORM RECOMMENDATIONS

Partner with our industry experts to determine what is possible on the Zendesk platform. We will analyze your existing processes on our platform and look for ways to improve the agent and customer experience.

- Partner with Zendesk & industry SMEs
- Customer & Agent Experience Recommendations

TECHNICAL GUIDANCE

Run your business better on Zendesk, leveraging our experts for technical items such as using Zendesk APIs, custom applications, integrations, and leveraging Sunshine.

- Guidance for OOTB capabilities and Enterprise features
- Efficiency & Process Improvements

LONG-TERM ROADMAP

Design and execute a CX roadmap based on your long-term business goals. We'll work with your team to develop and implement a plan to transition from your legacy to your future state.

- Drive high-value innovation on the Zendesk platform
- Long Term roadmap for success

PROFESSIONAL SERVICES

Advisory Services

Establish a roadmap aligned to your CX goals, and drive high-value innovation on the Zendesk platform

Develop scalable solutions to gain efficiencies

Optimize your configuration to boost adoption

Build in best practices to your Zendesk projects

ENTERPRISE

\$25K | €22K | £20K

Enterprise-scale focused strategic roadmap

- Process, Workflow & Architecture Review & Redesign
- Technical & Platform Guidance
- Agent Performance Oversight
- Platform Adoption Roadmap & Prototype Recommendations

CUSTOM

Pricing Depends on Scope

For teams with unique requirements

CX STRATEGIC ROADMAP,
GROWTH PLANNING



Zendesk Professional Services Team **developed a long-term CX platform strategy**, including **prescriptive recommendations**, like **implementing side conversations**, which has been most impactful.

HQ: **US, Utah**

Employees: **650**

Industry: **Retail**

Realized efficiency gains with standardized workflows, simplified agent experience, & broader Zendesk integration.



“Our Zendesk Advisory expert took the time to **understand our business and listened to our current pain points**.

They quickly applied their knowledge of the Zendesk platform to **develop a strategic roadmap** that provided us with **detailed recommendations** that geared us towards **helping us scale for growth**.”

HEATHER COLLINS

CX PRODUCT OWNER, BLACK RIFLE COFFEE

-86%

Decrease in First Response Time Median

-37%

Decrease in Full Resolution Time Median

100K

Subscribers