

PROFESSIONAL SERVICES

AI-Related services

Ensure you're set up for success with Zendesk AI for your customer experiences with help from Zendesk consultants, architects, and developers.



PROFESSIONAL SERVICES

Digital AI Launch

The Zendesk AI Digital Launch Package is a new service offering for customers who are new to Zendesk Advanced AI features and looking to self-serve to get up and running quickly and efficiently.

Customers will have access to an exclusive Advanced AI Learning Path and will be able to sign up for live sessions with a Zendesk consultant.

What's included:

- Self-service Learning path covering topics including Preparing to Use Zendesk AI, and a deep dive into Zendesk Advanced AI features
- Live training session with a Zendesk expert (delivered remotely)

Per Customer Team

Digital AI Launch Package

\$350

Remote Delivery
Platform access for 90 days

- AI capability enablement (self-service via learning path)
- 1:many live session(s) delivered by Zendesk consultant
- Advice and best practice
- Configuration recommendation

AI Readiness

Our Zendesk Professional Services team will highlight Best Practices and make recommendations to get you up and running faster with our AI capability:

- Advanced AI Add-on
- Generative AI EAPs (Agents, Bots, KB, Voice)

Per Customer Team

AI Readiness

\$4,750 / €4,400 / £ 3,800

Remote Delivery 3 weeks

Services package to accelerate understanding, enablement and adoption of Zendesk AI capability and functionality.

- AI capability enablement
- In-context assessment
- Advice and best practice
- Configuration recommendation

PROFESSIONAL SERVICES

Zendesk AI Optimization Services

Add Zendesk AI to your customer experiences with help from Zendesk consultants, architects, and developers

Review current setup, workflows, and business rules for improvements & AI readiness

Setup new Zendesk Bots, agent workspace intelligence, and intelligent triage

Integrate new AI functionality and optimize workflows & processes

EXPRESS

\$9K | €8.3K | £7.3K

Fixed Fee

- Consultant-led Engagement
- Account Review & Design Sessions
- Configuration Guidance
- Technical Guidance
- Rollout Checklist & Review

UP TO 50 SEATS

ADD ONS
AVAILABLE

ELEVATE

\$18K | €16.6K | £14.5K

Fixed Fee

- Account Review & Assessment Workshop
- Go-Forward Recommendations
- Collaborative Configuration
- Technical Guidance
- On-Demand Training
- Post Rollout Checklist & Support

UP TO 100 SEATS

ADD ONS
AVAILABLE

CUSTOM

**Pricing Depends on
Scope**

T&M

For Enterprise businesses or teams with unique business requirements

NO SEAT LIMIT

AI Pilot Custom Projects

SIMPLE

Remote delivery
\$9K-\$12K (2-3 weeks)

Includes Guidance and/or Set up of:

- Capture baseline Success metrics (ROI)
- Agent workspace AI considerations
- Omni-Channel Routing
 - Intent driven
 - Messaging based for bots
- 1 brand/team (**<50 agents**)
- 1 language
- Configuration of *either* intent driven bot or intelligent triage
 - SLA's
 - Automations
- OOTB Reporting (Guidance only)
 - Sentiment

MEDIUM

Remote delivery
\$18K-\$30K (3-4 weeks)

Can include all of the Simple Guidance and Set Up with:

- Project management and oversight
- 1-3 Brands/teams (**<100 agents**)
- 2 Languages
- Conversation Bot guidance and/or setup of up to 1-3 flows
- OOTB Reporting Set Up and/or 1-2 custom reports
- Configuration of *both* intent driven bot and intelligent triage

COMPLEX

Remote or Onsite delivery
\$30K+ (4-6 weeks)

Can Include all of the Simple and Medium Guidance and Set up with:

- Capture *and* Monitor baseline success metrics
- 3+ Brands (**>100 agents**)
- 2+ Languages
- Conversation Bot guidance or setup of 3+ flows
- Custom reporting
- Mobile SDK's
- Complex Bot and triage workflows
- Agent training