

Just better together

Your secret recipe for offering better, integrated customer service, more efficiently, without compromise.



Four powerful products.

One pretty package.

The Suite offers everything you need to let conversations with customers flow across channels seamlessly, creating a better experience for both your business and your customers.



SUPPORT

Integrated customer support

Zendesk Support is a beautifully simple system for tracking, prioritizing, and solving customer support tickets.



GUIDE

Knowledge base and smart self-service

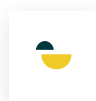
Zendesk Guide is a knowledge base for smart self-service. It helps companies increase customer and agent satisfaction, while also reducing support costs.



CHAT

Live chat and messaging

With Zendesk Chat and Message you can proactively engage customers—in real-time and in context—so time sensitive problems get the attention they deserve.



TALK

Call center software

Zendesk Talk makes it easy and efficient for agents to help customers over the phone as part of a seamless omnichannel support experience.

END USER

Carry the conversation

Let customers reach you in whichever way is best for them—web, mobile app, email, voice, or chat—and easily continue the dialogue across every channel.

AGENT

Work. Flow.

An integrated interface means better context, smoother interactions, and less repetition. That means happier agents—and happier customers.

ADMIN

Take control

Reporting is consolidated, so it's easy to manage and monitor all of your channels from one place.

"The Zendesk omnichannel solution has enabled us to support our customers where they are, which has helped us achieve 96% SLA. From email support to Facebook engagement, Zendesk is intuitive for agents and easy to customize—and helps us deliver great customer support."

Steve Ross, Head of U.S. Customer Service at NYX Gaming

Our suite customers

FOSSIL



The price is right

Getting started doesn't mean emptying your pockets. Get Support, Chat, Talk and Guide starting at just \$89 per agent.

	PROFESSIONAL	ENTERPRISE
Price per agent/month	\$89*	\$149*
Omnichannel support with email, chat, phone, social media, messaging and web widget	✓	✓
Knowledge base for self-service	✓	✓
Reporting and analytics	✓	✓
Platform extensibility with private and public apps	✓	✓
Roles and permissions, skills-based routing, and team publishing	—	✓
Customization with multibrand and multiple ticket forms	—	✓
Chat widget unbranding and chat web SDK	—	✓
AI-powered satisfaction prediction	—	✓
24/7 support via phone and chat, monthly diagnostics and launch guidance	—	✓

*Toll free and local phone numbers, Inbound and Outbound minutes and text messages sold separately.