Business Associate Agreement (BAA) available for execution by subscribers. Enterprise

Perform tests on your Zendesk in a trial environment, separate from your production

Active Directory and LDAP.

Zendesk supports Secure Assertion Markup Language (SAML), which allows you to

dashboard as well as 11 metrics and 6 attributes specific to SLA added in Zendesk

hour after the current sync ends. Enterprise

Report on up to 60 fields on the Plus plan and up to 200 fields on the

app captures the time your agents spend on every ticket, so managing your team's

ated ticket information in the view. Because of the processing involved in generating a

Custom user fields capture information about individual customers. In addition, custom

branded content and manage all your multilingual content in

view. Because of the processing involved in generating a

preferred language. Add localized content and manage all your multilingual content in

page. Starter

Danish, Russian, Simplified Chinese, Traditional Chinese, and Korean.

German, French, Japanese, Portuguese, English, English (UK), Spanish, Italian, Dutch,

add more, modify, or turn them off.

Macros allow agents to quickly respond to common requests with a standard reply. In

Set up a customized greeting when routing customers to voicemail. Use the greeting to

Your Zendesk has its own email domain and supports any number of email addresses. All

Request that your Zendesk tickets and user data be hosted in Zendesk's Dublin data

complete archive of communication. Enterprise

Specify granular permissions for agents, and control what they have access to in

SSL (Secure Socket Layer) is an encryption protocol that ensures secure communications

Zendesk provides the following levels of password security: low, medium, and high. Set

identity via Twitter, Facebook, or Google accounts. Starter

latest NPS rating and comment will be captured in their user profile.

recommend your products and services to others. As customers' responses flow in, their

info into Zendesk, and enable real-time data sync. Available to any Salesforce

workflows can be set based on customer data.

code experience needed.

page, category page, or article page, as well as the global header and footer.

for the Help Center for each of your supported languages. On Starter and Regular plans,

approved users will be able to provide an official answer.

Promoting an article moves it to the first position of an article list. It also highlights the

and vendors who also use Zendesk, so you and your partners/vendors can

Tickets from your Zendesk can be shared with other Zendesk accounts automatically, and

supervisors, or employees who may belong to multiple business units, departments, or

Filter and sort business rules to gain an understanding of how your

business rules defined by an administrator.

Schedule according to the customers location, the agent responding, or through custom

with pre-configured views that we recommend as best practices. You can add more,  

edge base search results. Agents can open multiple tabs in one view and be able to

content based on the customer's preferred language. Agents can use dynamic content to