zendesk support

The value of the Support Enterprise Plan

Optimize your support operations as you scale

Zendesk Support is a beautifully simple system for tracking, prioritizing, and solving customer support tickets. It's proven to improve customer satisfaction and increase agent productivity—at any scale. Here's how:

Flexibility — Customize your support solution to fit the diverse needs across your business, with features like contextual workspaces and custom resources.

Advanced workflow functionality — Set up, maintain, and change your support operations with features like skills-based routing, ticket forms, and satisfaction prediction.

Streamlined communication and collaboration — Keep internal and external teams on the same page with features like side conversations and light agents.[1]

Accountability — Keep team members accountable by giving certain roles the right account permissions. Easily audit changes made to your Support instance, with features like custom roles and audit logs.

Personalized best practices and guidance — Get support from experts that know Zendesk best whenever you need it, with features like Launch Guidance and 24x7 support from Zendesk.

Here's a look into the increased value our customers have seen after upgrading to the Support Enterprise plan [2]:

75%
of customers agreed that upgrading has improved their organization's support operations and increased their agent productivity

95%
of customer said that they reduced the complexity of their support operations and day-to-day workflow by up to 75%

48%
of customers said they reduced their operating cost by up to 10%

59%
of customers said they've seen an increase in their customer satisfaction

We power over 80,000 organizations. On average, our customer achieve a 95% customer satisfaction score.

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"With the move to Enterprise and the Collaboration add-on, we're in **more control of our support operation** and are able to provide a higher level of service to our community."
VP of Operations at mid-sized education software company

"We now have the ability to have multiple teams working together in one instance of Zendesk, which allows them to **collaborate and also focus their work** in their area of subject matter expertise. The Enterprise Plan also allows us to **scale in a more efficient and cost effective way**, without compromising the quality of our service."
Jess Winkelman, Director, Customer Service / Support at SheerID

"By being able to specialize our support team, we have **improved the percentage of time** we are able to respond to within less than 4 hours to 68% (started around 30% before the upgrade)"
Morgan King, Customer Support Manager at CivicPlus

"Upgrading to the Enterprise Plan has given us more granularity in reporting and the ability to customize our forms to **match our desired workflow process**."
Brian Newton, VP of Operations at Iptor Supply Chain Systems

Contact sales@zendesk.com for more info

1. Available through the Zendesk Collaboration add-on
2. Source: July 2018 TechValidate Survey; based on over 300 responses