zendesk

AI-powered HR Service Management

Zendesk makes it easy for HR teams to support employees in the moments that matter most – from onboarding new hires to managing leave & life requests. With omnichannel ticketing, robust self-service, AI-driven automation, and enterprise-grade security, Zendesk helps HR teams exceed employee service expectations while keeping operational costs low.

Drive exceptional outcomes with Zendesk

212%
increase in HR team productivity

*Achieved by Dutch Bros

86%
decrease in resolution time

*Achieved by Hoag Health

98%
employee CSAT score achieved

*Achieved by Avon

- **Streamline onboarding and employee transitions.** Create standardized workflows for common employee journeys to ensure critical steps are never missed. Seamlessly coordinate across departments using built-in collaboration & approval management tools.
- **Deliver fast, personalized HR support**. Offer service on the channels your employees use most, from email to Slack or Teams. Connect to your HRIS to access key employee context directly in Zendesk.
- **Reclaim time back for strategic HR work.** Improve efficiency with an AI-powered workspace that connects to critical applications and an intelligent Copilot that guides HR specialists on next best steps.
- **Maintain oversight and improve operational agility.** Stay ahead of evolving workplace demands with a flexible solution that scales with you. Automate multi-system workflows with no-code tools, gain full visibility into your operations with AI-driven insights, and safeguard sensitive employee data with enterprise-grade security.

What makes us different

Designed for employees
A beautifully simple solution that is loved by employees and unlocks greater productivity, whether you're giving or getting support.

Easy to implement and scale, easy to get value
Ready from day 1 and built to scale to any department or complexity without an army of developers, meaning fast time to value & low total cost of ownership.

AI built to drive resolutions
AI trained on 18+ billion service interactions to deliver the fast, accurate service your employees deserve.

Future-ready flexibility
Integrate, adapt and customize without the high cost or heavy resources to keep pace with a rapidly evolving workplace.

Transform your HR service operations with Zendesk for Employee Service

Streamlined onboarding & offboarding

- Build standardized onboarding & offboarding workflows with task lists to keep teams aligned, maintain compliance, and ensure no step falls through the cracks.
- Accelerate resolutions by guiding HR specialists on next best steps with an intelligent Copilot that suggests actions based on standard operating procedures.
- Seamlessly coordinate across departments using built-in collaboration and approval management tools, all in one workspace.

Standardized management of benefits, leave & life requests

- Empower employees to easily request support through their preferred channels, or via a service catalog in the help center.
- Deliver personalized support to employees by connecting Zendesk to your HRIS for key employee context available directly in the agent workspace.
- Continually optimize processes with AI-powered reporting that recommends actionable insights and suggestions.

Reduced costs with self-service & AI-driven automation

- Help employees help themselves with an AI-powered help center that provides one centralized place to find information and request support.
- Deliver 24/7 support with AI agents that autonomously resolve common requests and deflect ticket volume.

Provide your employees the same great service experience as your customers.

Start your free trial of Zendesk for Employee Service today.

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