



# AI-powered IT Service Management

Zendesk redefines IT service with an AI-powered platform that's easy to use, yet powerful enough to handle your IT needs at any scale. Simplify your IT operations with a flexible solution that brings your systems, processes, and teams together to deliver great service while keeping costs low.



## Drive exceptional outcomes with Zendesk

43%

increase in self-service rates

\*Achieved by Tesco

95%

decrease in resolution time

\*Achieved by DuPage County

99.8%

IT CSAT score achieved

\*Achieved by The Salvation Army

- **Provide a modern & intuitive service desk.** Meet employees on the channels they use most – whether it's email, Slack or Teams. Speed up resolutions with a centralized, AI-powered workspace that connects to critical applications.
- **Scale with AI-powered self-service.** Meet rising demand without the extra headcount with an AI-powered help center and autonomous AI agents that help employees help themselves.
- **Streamline problem and change management.** Safeguard against disruptions with proactive AI-powered insights, standardized workflows, and seamless cross-team collaboration.
- **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, maintain service standards with AI-driven insights, and protect sensitive 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.

# Simplify your IT service operations with Zendesk for employee service



## Streamlined hardware & software requests

- Empower employees to easily request support through their preferred channels or a centralized service catalog in the help center.
- Accelerate resolutions with employee context, asset data, and approval management tools, all in a single workspace.
- Automate hardware & software workflows within Zendesk and other internal systems with a no-code workflow builder.

## Efficient incident management

- Provide employees with a help center where they can find information on resolving common issues or request further support, so they can act quickly with minimal friction.
- Protect your organization from risk with continuous visibility into incident status and resolution progress.

## Simplified onboarding & offboarding

- Build standardized onboarding & offboarding workflows with tasks lists to work more efficiently and ensure no step falls through the cracks.
- Seamlessly coordinate across departments using built-in collaboration and approval management tools.

## Standardized problem & change management

- Identify patterns and recurring issues with AI-powered analytics and intent detection.
- Minimize risk from changes with standardized task lists and an intelligent Copilot that guides IT agents on next steps, enabling faster resolutions and compliance across stakeholders.

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

Start your [free trial](#) of Zendesk for Employee Service today.

