Enhance Your Customer and Agent Experience

As your business continues to grow, the need to optimize and refine your Zendesk configuration is crucial in order to meet the growing needs of your agents and customers. Our team of Zendesk experts are here to help. Leveraging deep product expertise, our experts will work side-by-side with you to review your current setup and identify new processes and capabilities to help you continuously evolve your customer and agent experience.

Optimization Packages

<table>
<thead>
<tr>
<th>UP TO 50 SEATS</th>
<th>UP TO 100 SEATS</th>
<th>No Seat Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Express</td>
<td>Elevate</td>
<td>Custom</td>
</tr>
<tr>
<td>$9K</td>
<td>€8.3K</td>
<td>£7.3K*</td>
</tr>
<tr>
<td>Fixed Fee</td>
<td>Fixed Fee</td>
<td></td>
</tr>
<tr>
<td>Expected Timeline: ~4 Weeks</td>
<td>Expected Timeline: ~6–8 Weeks</td>
<td>Expected Timeline: ~8–12 Weeks</td>
</tr>
<tr>
<td>Designated Project Manager</td>
<td>Everything in Express, plus:</td>
<td>Everything in Elevate, plus:</td>
</tr>
<tr>
<td>Account Review &amp; Design Sessions</td>
<td>Go-Forward Recommendations</td>
<td>Assessment / Design Workshop(s)</td>
</tr>
<tr>
<td>Configuration Guidance</td>
<td>Collaborative Configuration</td>
<td>Configuration Workbook</td>
</tr>
<tr>
<td>Technical Guidance</td>
<td>Technical Guidance</td>
<td>Custom configurations</td>
</tr>
<tr>
<td>Rollout Checklist &amp; Review</td>
<td>Rollout Checklist &amp; Post Optimization Check-In</td>
<td>Pre &amp; Post Rollout Support</td>
</tr>
</tbody>
</table>

ADD-ONS AVAILABLE

*Prices start at

To learn more about how Zendesk Optimization Services can help drive value for your business, please reach out to your account team.