

Zendesk Assist

Get assistance from Zendesk experts who can help with hands-on configuration, and give detailed, contextual guidance.



Asking for help isn't easy.

Growth is rapid, and sometimes there is so much going on that you just need a little bit of help.

That's where Zendesk Assist comes in. These packages are designed by our Professional Services team to provide you assistance however you need it. Whether it's hands-on help configuring your instance based on best practices, contextual guidance and best practices using our APIs, or building reports in Explore, we've got you covered.



A little added muscle

Work with a dedicated expert to receive tactical help and hands-on assistance whenever you need it



Let us be the guides

Have an influx of customer support recommendations and don't know where to start? We can give guidance based on industry best practices



Turn insights into action

Get custom reports built for you by somebody who knows the setup of your instance inside and out

Pick the package right for you

	Lite	Core
Hours of Assistance:	8 hours/month	20 hours/month
Zendesk Expert Resource:	Consultant	Consultant and/or Technical Architect
Hands-on configuration	x	x
Reporting assistance	x	x
Workflow advice	x	x
Consultation on the Zendesk Suite	x	x
Proactive consultation on opportunities for improvement	x	x
Tech guidance		x
API guidance		x
App install help		x
Single sign-on help		x
	Monthly: \$3,000 €2,750 £2,500 / month Subscription: \$2,500 €2,250 £2,100 / month	Monthly: \$6,000 €5,500 £5,000 / month Subscription: \$5,750 €5,250 £4,850 / month

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

