Premier Plans

Increased coverage, response time guarantees, tailored proactive monitoring, and 24/7 support.

Because you rely on Zendesk to run your business better, we understand the importance of meeting your unique business needs and setting up your team for continued success.

Your customer's expectations are higher than ever, making Zendesk one of the most important investments in your tech stack. Let us provide you with the VIP support experience that our Premier Plans offer, which will continue to improve your bottom line by putting you and your customers at the top.

Everyone who buys a Premier Plan receives:

24/7 prioritized support

This is your golden ticket to the front of the line. Receive global coverage, with direct access to Zendesk experts online.

99.9% product uptime

Here is your insurance for when something goes wrong. Our guarantee of 99.9% service availability is backed up by service credits for any lapses.

1 hour response times

Get faster updates when it matters. Receive 30/60 minute first reply and continual reply cadence for issues that impact your business.

"We definitely see Zendesk as more than a piece of software. I've never seen, in my course of business, the amount of focus on relationships—and not just on relationships that have a selling tone, but really on customers as a community."
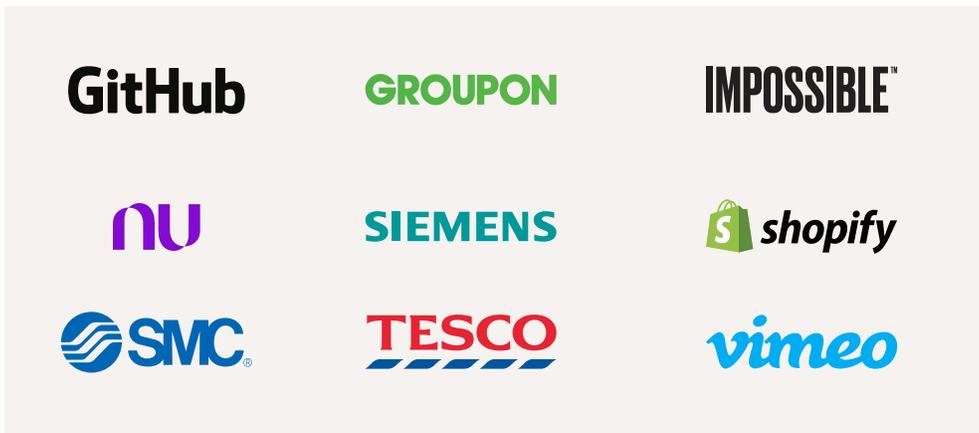
**Roy Sunstrum,
Advisor to the COO,
Shopify**

"Zendesk [Premier] helped us quickly regain control when ticket volumes skyrocketed, whether it was understanding what was going on so that we could take proactive steps to bring those volumes down or managing requests to reduce the number of unprocessed tickets, "

**Steven Franklin,
Global Head of Customer
Service, Siemens**

Industry leaders rely on Premier to run their business better.

GitHub GROUPON IMPOSSIBLE™

nu SIEMENS shopify

SMC TESCO vimeo

Pick the plan that fits your business needs:

UP TO 25 SEATS	UP TO 200 SEATS	MORE THAN 200 SEATS
Essentials	**Support**	**Enterprise**
• 24/7 prioritized support	• 24/7 prioritized support	• 24/7 prioritized support
• 99.9% product uptime SLAs	• 99.9% product uptime SLAs	• 99.9% product uptime SLAs
• 30/60 min SLOs for critical/ major issues	• 30/60 min SLOs for critical/ major issues	• 30/60 min SLOs for critical/ major issues
• 1:1 Expert Help consultations	• Designated Premier Support Engineer	• Designated Premier Support Engineer
	• Proactive and bespoke monitoring	• Proactive and bespoke monitoring
	• Developer support for APIs	• Developer support for APIs
	• Monthly Health Checks	• Monthly Health Checks
		• Assigned Technical Account Manager
		• Zendesk Assist managed service hours
		• Interactive live training and certifications

@zendesk

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

zendesk.com