



Zendesk Professional Services

Optimization Services



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.



Fine tune your Zendesk solutions with advanced functionality



Receive in-depth technical and configuration guidance



Streamline processes and workflows to drive agent efficiency

Optimization Packages

UP TO 30 SEATS	UP TO 50 SEATS	UP TO 75 SEATS
Express	Elevate	Elevate Plus
\$12K €10.8K £9.6K* T&M	\$26K €23.4K £20.8K* T&M	\$30K €27K £24K* T&M
Expected Timeline: ~4 Weeks	Expected Timeline: ~6-8 Weeks	Expected Timeline: ~8-12 Weeks
<ul style="list-style-type: none"> • Designated Project Manager • Account Review & Design Sessions • Configuration Guidance • Technical Guidance • Rollout Checklist & Review 	<ul style="list-style-type: none"> • Everything in Express, plus: • Go-Forward Recommendations • Collaborative Configuration • Technical Guidance • Rollout Checklist & Post Optimization Check-In 	<ul style="list-style-type: none"> • Everything in Elevate, plus: • Assessment / Design Workshop • Configuration Workbook • Functional Configuration • Pre & Post Rollout Support
ADD-ONS AVAILABLE	ADD-ONS AVAILABLE	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.