

Zendesk CX: Professional Services Advisory Services

Realize the full potential of the Zendesk platform to deliver an experience your customers love

Build for scale with a trusted partner

Advisory Services is a strategic consulting service for teams who are invested in delivering the best customer experience by leveraging Zendesk's open and flexible platform, Sunshine, and our developer tools. We offer an effective combination of broad customer service expertise and deep product knowledge to help you optimize existing workflows and processes, architect a scalable solution, and weave best practices into everything you do. Build with confidence for your next phase of growth, resulting in quicker time-to-value and cost savings. With Advisory Services, our team will provide strategic guidance in these key areas:

- **Process improvement and workflow redesign:** Interpret your workflows and business requirements into a design that is informed by best practices. Analyze your new and existing processes for efficiency gains and experience improvements.
- **Roadmap design and feature adoption:** Develop a roadmap for incorporating our newest products and features that are most relevant for your use case. Build and test prototypes to demonstrate adoption paths and enable easier change management as these features are deployed.
- **Technical platform guidance:** Scale your team's technical capacity by learning to automate where possible. Leverage our APIs to build scripts and web services, as well as the Zendesk Apps framework to integrate effectively and at scale.

"Zendesk's Advisory Services team are clear subject matter experts with an in-depth knowledge of the Zendesk platform as well as our use case. They provided scalable, actionable recommendations for how to maximize value of the platform, which resulted in significant time savings in managing our ongoing deployment changes."

Robin Hoese, Business Systems Engineer, Stripe

