

# 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.

## We can help you bring your vision to life

Our services team is here to supplement your team.

#### Assist Core

€5,250 | £4,850

# \$5,750

per instance, per month

#### 28 HOURS PER MONTH:

- Hands-on configuration
- Technical guidance
- Developer guidance
- Expert consultation

#### Assist Custom

# Cost & hours vary

per instance, per month

#### ALLOTTED HOURS PER MONTH:

- Hands-on configuration
- Technical guidance
- Developer guidance
- Expert consultation

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