

zendesk®

Building better customer relationships



zendesk

Your current situation
and challenges.





Headquarters

San Francisco

Employees

2,000+

Countries We Do Business In

167

Paid Customers

114,000+

Yearly Interactions Processed

1 Billion



UBER

RAFA

GROUPON



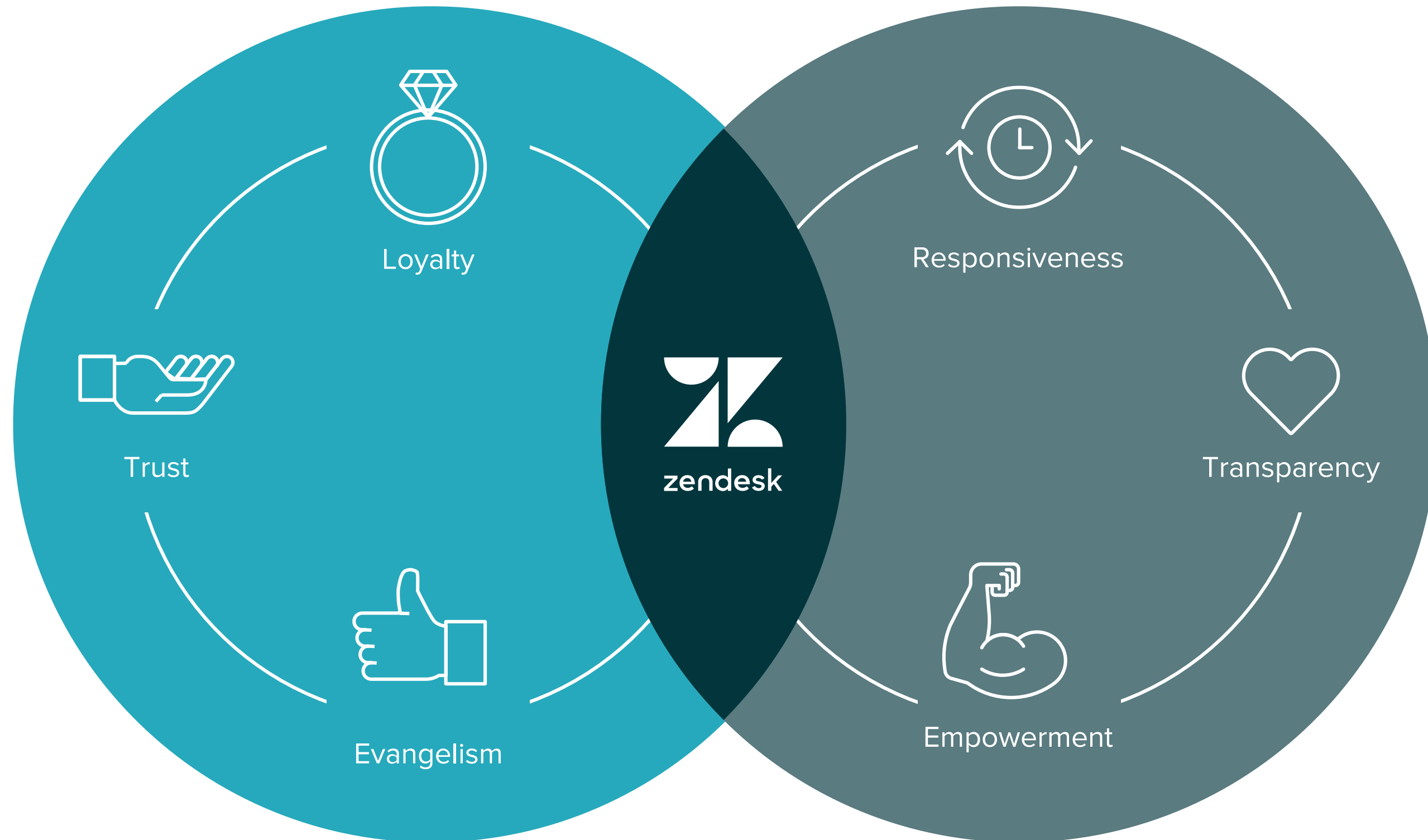
TESCO



L'ORÉAL

Organizations want

Customers want



Any customer service interaction is **4x** more likely to drive *disloyalty*, than loyalty.

Today, most customer support software is siloed leading to fragmented experiences

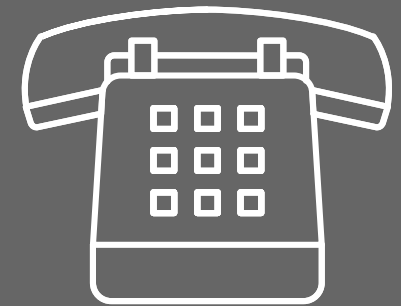
Email



Chat /
Messaging



Phone





Access alone
does not build a
relationship

Conversational
Effortless
Contextual
Seamless

Zendesk for omnichannel support

Everything you need to enable conversations with customers to flow across channels seamlessly



support



chat

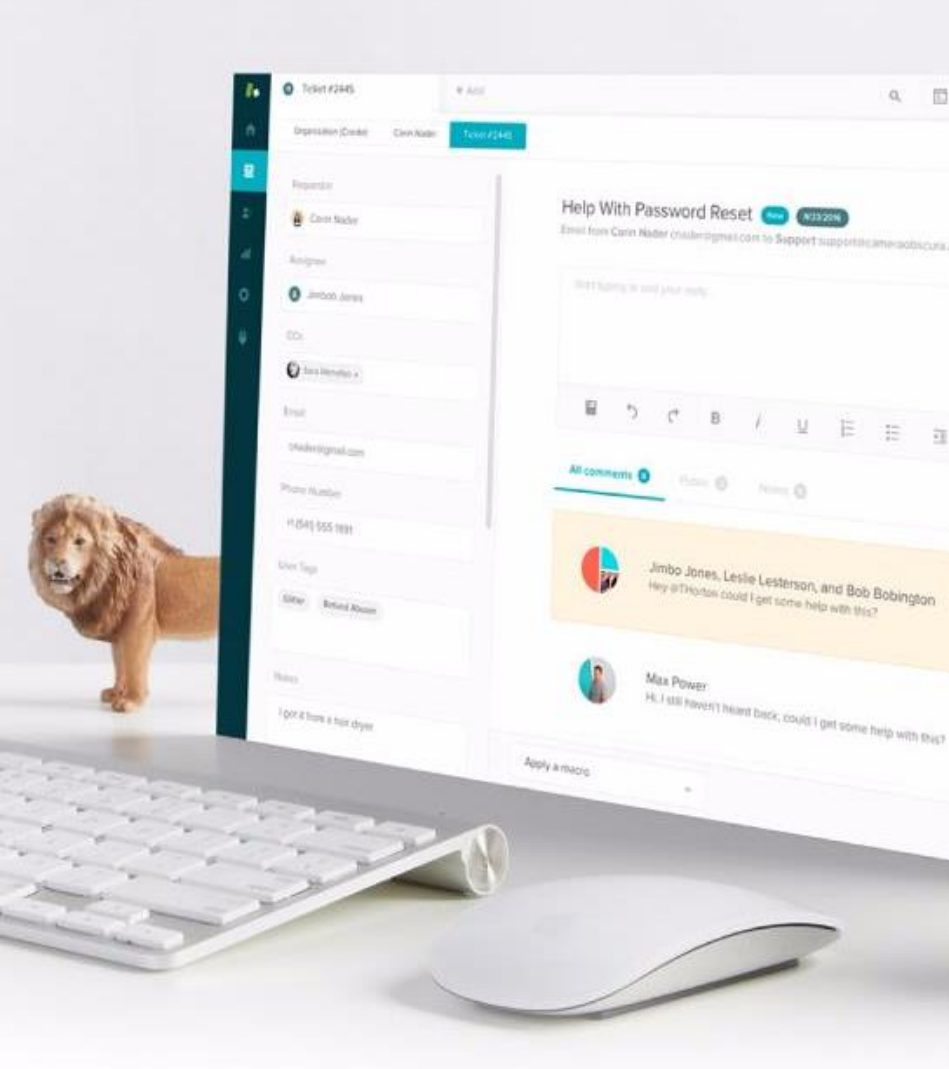


guide



talk



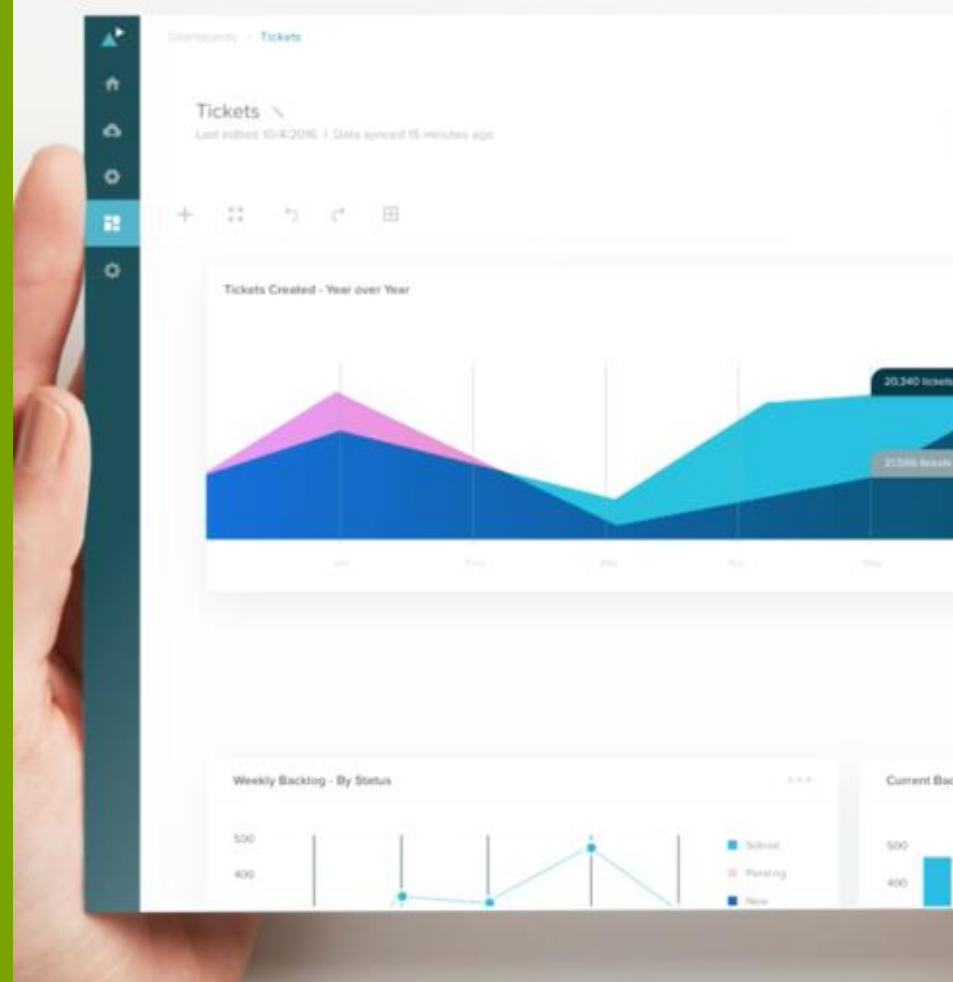


Flexible with
a modern
tech stack



Our people
feel like
your people

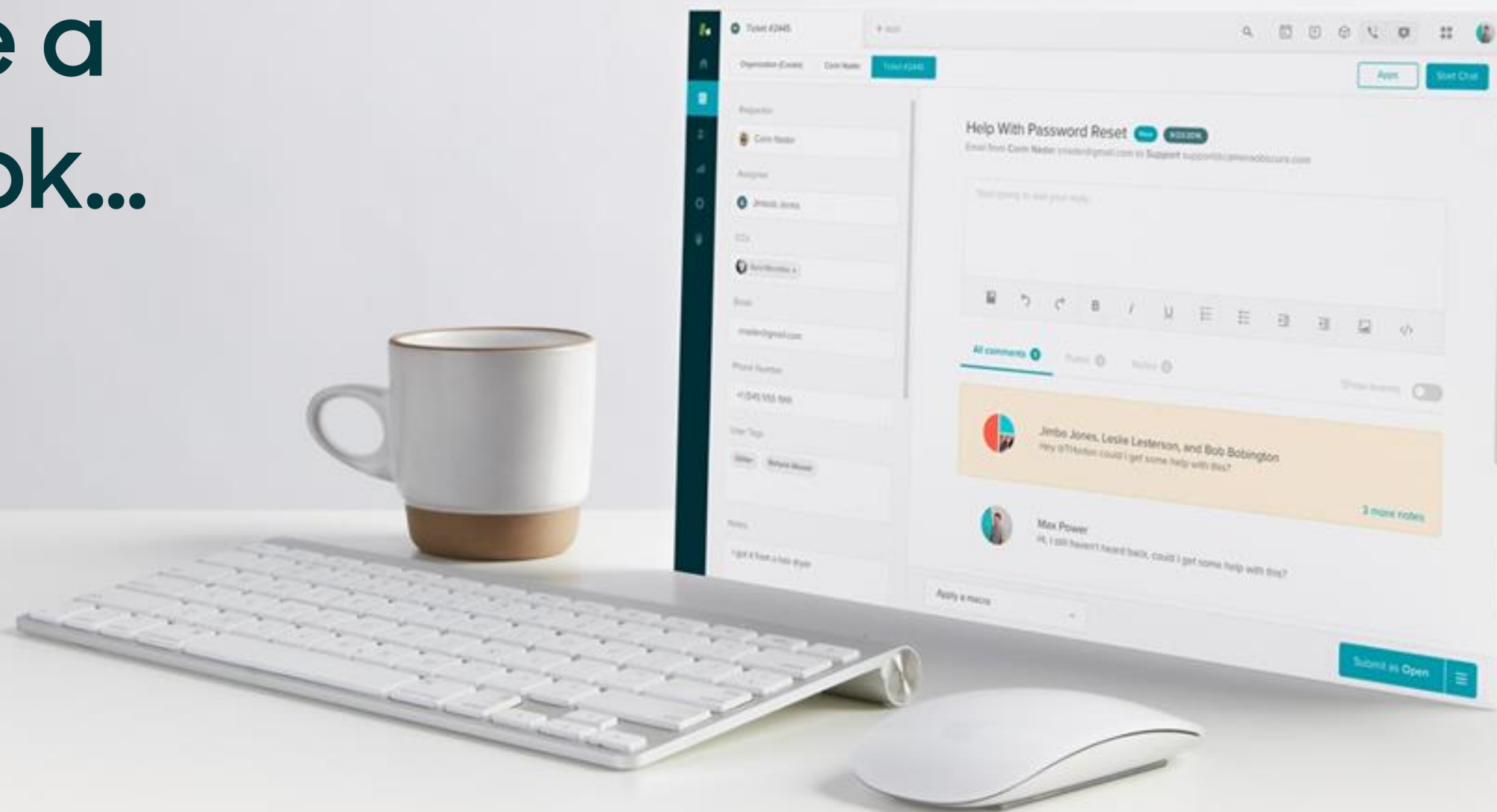
Easy to
implement and
easy to use



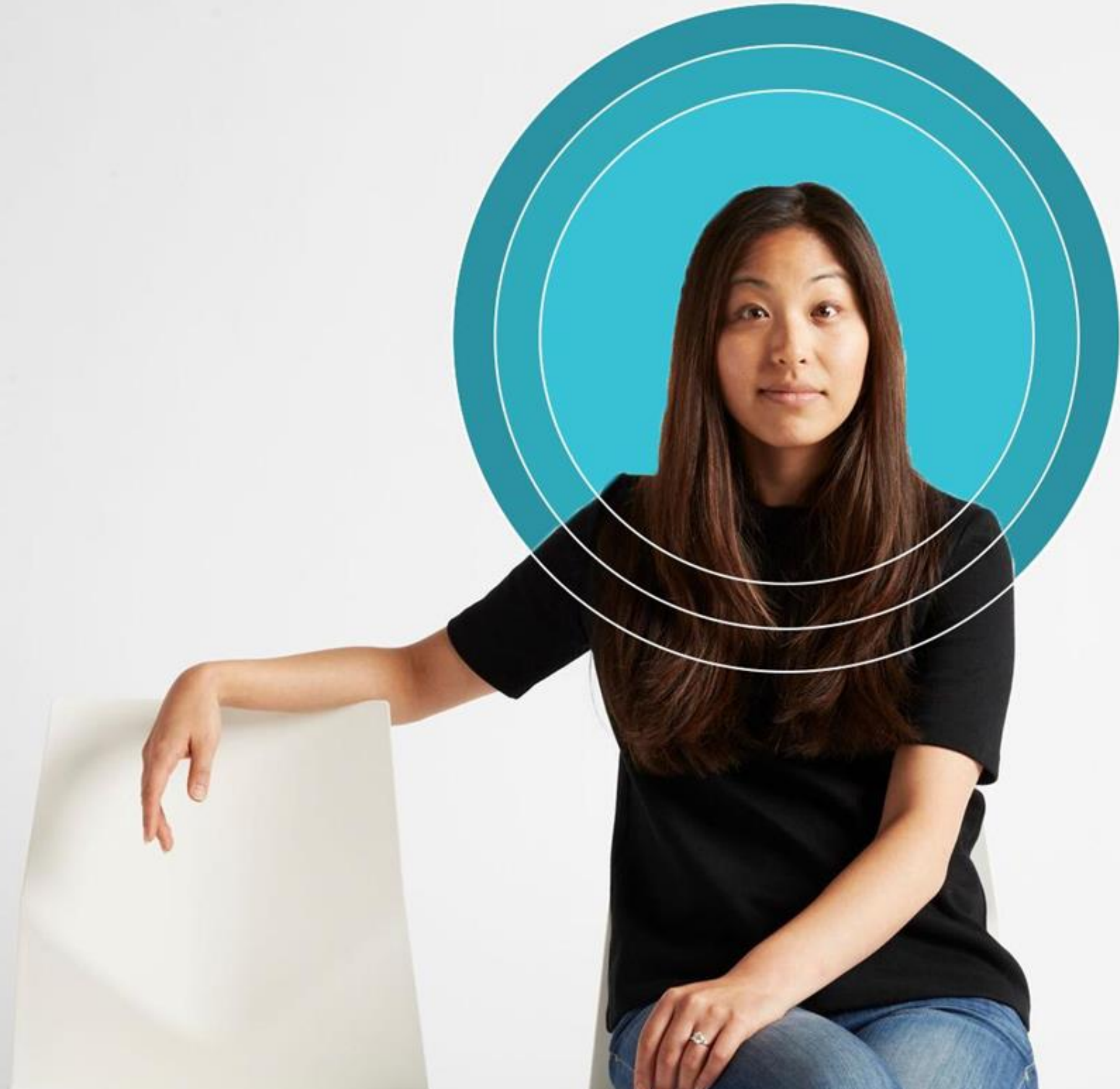
Data in all the
right places



Let's take a
closer look...

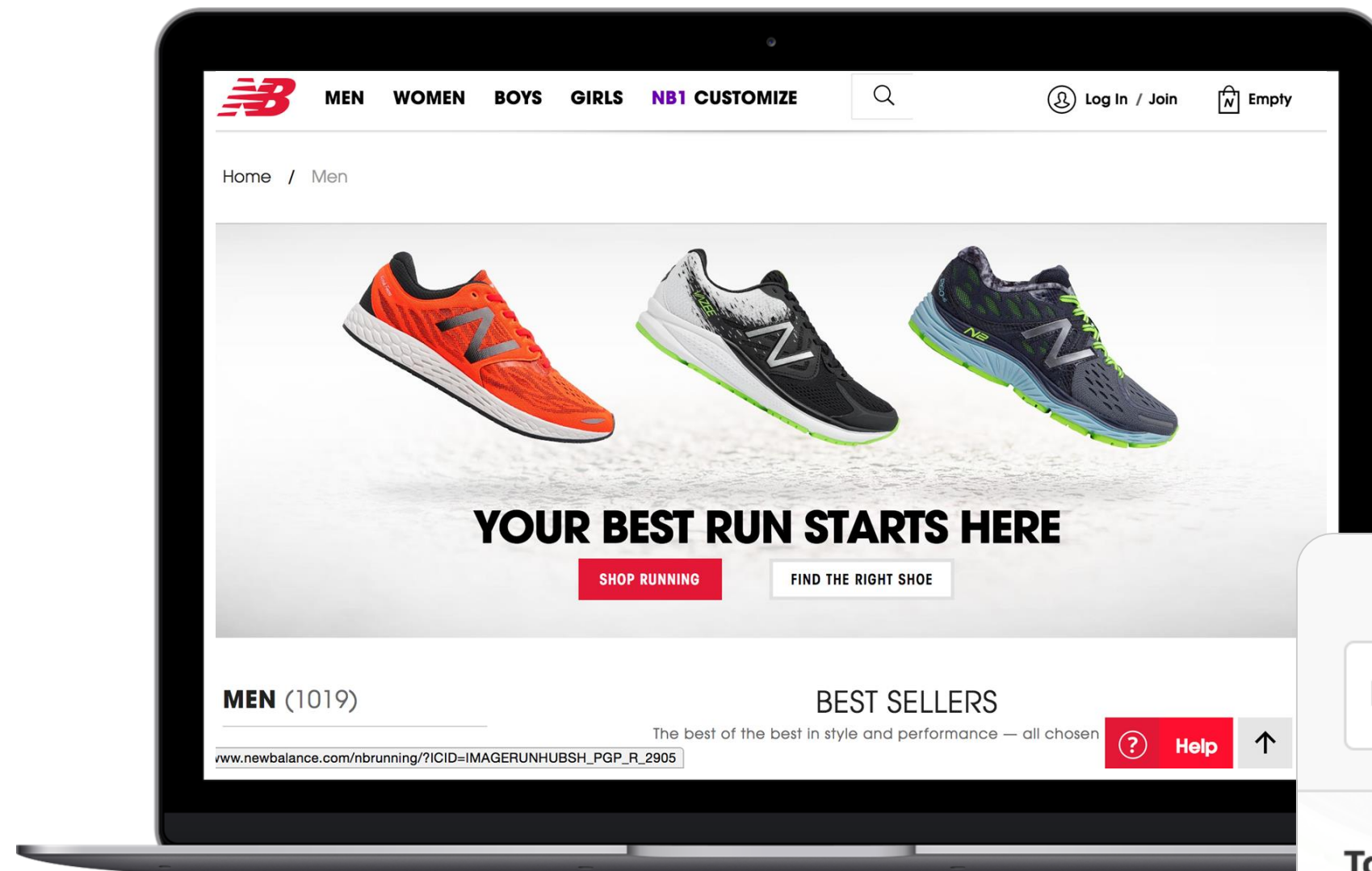


Your vision.

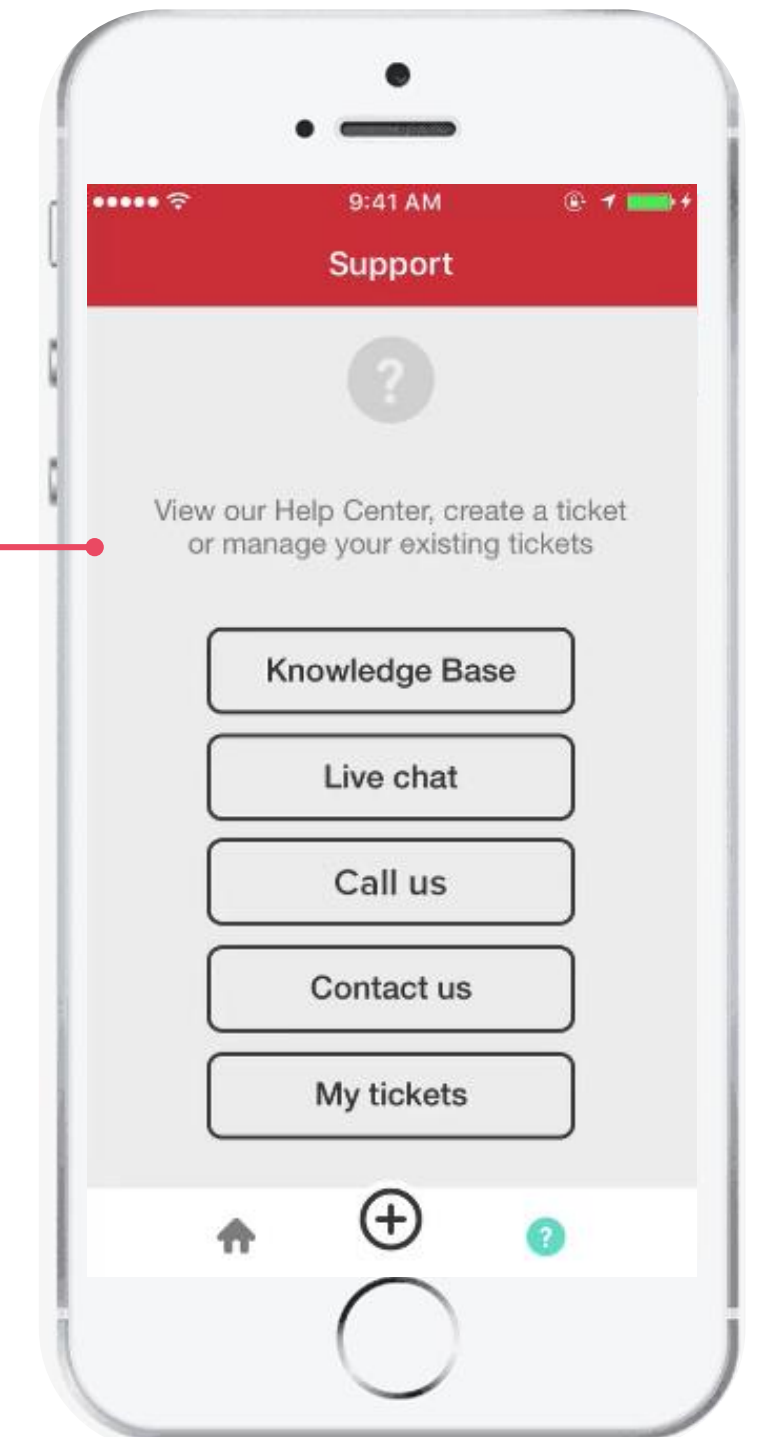


End-User Experience - Effortless self-service, email, chat and talk

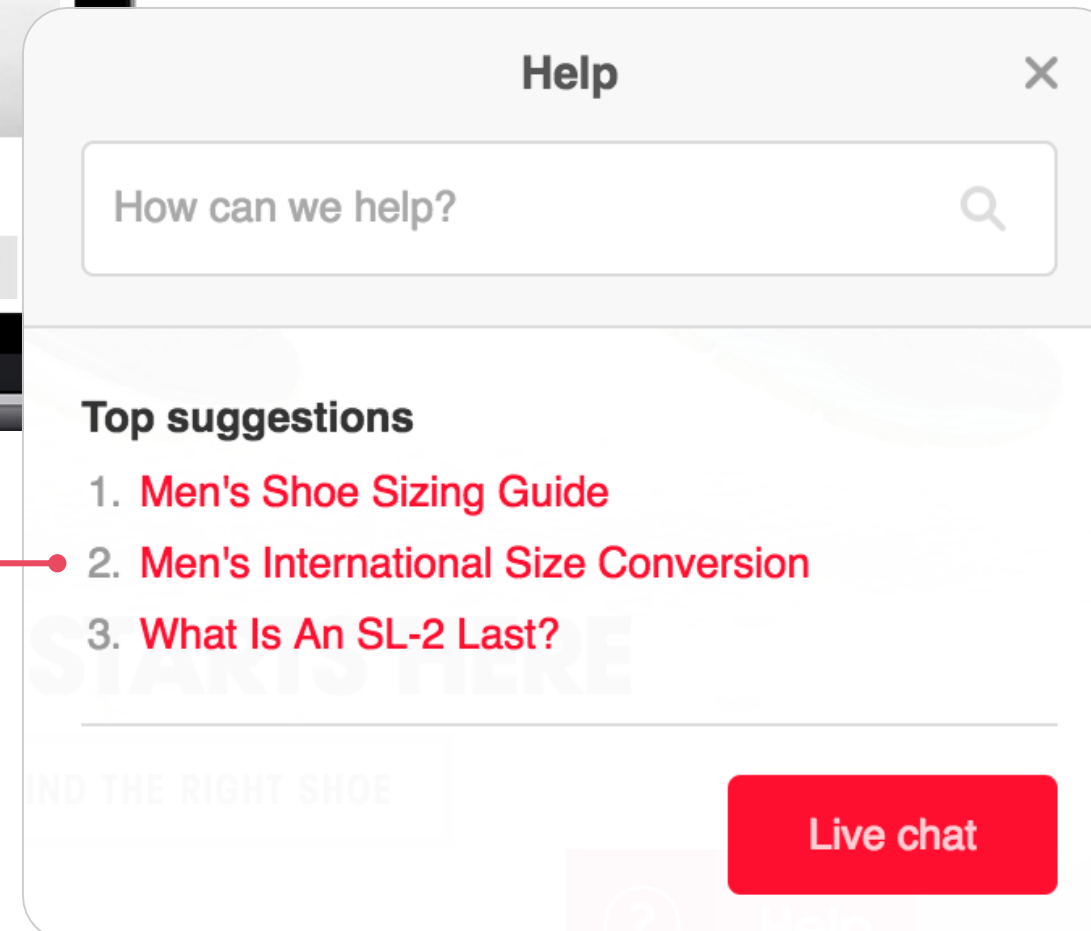
Roadmap items for omnichannel web widget & mobile SDK



Embed tickets, help center, talk, and and chat in web or mobile



Contextual answers served to customers via the Zendesk Web Widget





150+

Agents

5,000+

Weekly Volume Across
Channels

21

Languages Supported

14+

Brands Supported

“We want to make as many channels available to our customers as possible. Zendesk gives us a system where the customer can engage with us in the way that they want to, and we then have the capability to serve them all the way through”

Bernie Gessner

Vice President of Global Customer
Care & Retail Operations



“It was important to find a solution that can flex and change alongside us like Zendesk does.”

Robert Ainscough

Head of Technology

11

Internal Help
Desks

20K +

Tickets per Week

8,000

Agents

90%

Avg. CSAT



“When it comes to customer service, we need to be where our customers are, at the right time and in the right place. Zendesk helps us do just that.”

Anna Samkova

Loyalty and Digital Manager

430

Live Chat Volume/Month

7.21%

Live Chat Conversion

350

Monthly Ticket
Volume

75%

Response time <24
hours

