zendesk

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The best customer experiences are built with Zendesk

Zendesk makes customer service and engagement products for businesses who want to give customers the best. Our products are designed to facilitate communication, reduce friction, and improve the relationship between companies and their customers. Innovative, forward-thinking companies embrace this philosophy, and they use Zendesk to create the best possible experience for their customers.

How Zendesk helps deliver a great customer experience

Complete offering for a frictionless customer experience

Zendesk omnichannel support offers everything you need to have conversations with customers that flow seamlessly across channels.

Easy to implement, easy to use, and easy to scale

A beautifully simple solution that delivers faster time-to-value and is designed to grow and scale with businesses of any size.

How Zendesk gives you an edge

Agility and innovation to help you keep up with customer expectations

Best practices out of the box that give your business the flexibility and speed to manage change or transform without complexity.

Customer context for smarter engagement

Develop context and orchestrate the ideal customer journey with tailored, proactive communications that improve customer satisfaction.

Open, modern, extensible platform for business flexibility

Embed Zendesk anywhere, connect to your key systems, and make it your own with our modern standards and APIs.

Zendesk products

Our customer service and engagement platform is powerful and flexible, and scales to meet the needs of any business. It helps organisations understand their customers, improve communication, and offer support where and when it's needed most. The products work closely together, sharing data, customer history and communication channels, so your team can too.

"We have the vision that we can resolve any queries from colleagues or partners anywhere quickly, painlessly, and cost-effectively. Zendesk gives us the opportunity to be quite flexible with the configuration whilst keeping the level of consistency we need."
— Adam Bruce, Lead Product Manager, Service Desk at Tesco

"It's been amazing to showcase what technology can do and what we can be doing with real-time, live data—Zendesk helps us to be efficient, without having to employ a large budget." — Orlando Gadea Ros, Business Innovation Manager at Stanley Black and Decker

"Having a partner who really understands our business, and how ambitious we are, is huge— because service, at the end of the day, needs to be in lockstep with every single track of work that's happening within Airbnb." — Shirley Lin, Product Lead of the Support Products Group at Airbnb

"We found Zendesk when it was smaller—it was a great collaboration and we've continued to build on that. Every time I turned round, Zendesk was working with my team, teaching us and helping us grow." — Kelly Dees, Vice President of Global Customer Experience at Ingersoll Rand

Zendesk Suite
Everything you need to be everywhere your customers are, wrapped up in one pretty package

Support
A beautifully simple system for tracking, prioritising, and solving customer support tickets
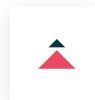
Guide
A self-service destination featuring knowledgebase articles, community forums, and a customer portal

Chat
Live chat and messaging software that provides a fast and responsive way to connect with customers in the moment
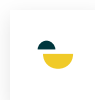
Talk
Call centre software that allows for more personal and productive phone support conversations
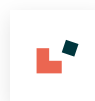
Connect
Manage proactive customer communication across channels to deliver better customer experiences at scale

Explore
Analytics to help measure and understand the entire customer experience

Sell
Sales force automation software to enhance productivity, processes, and pipeline visibility

Sunshine
Zendesk Sunshine is our open, flexible CRM platform. Sunshine is built on AWS and lets you seamlessly connect and understand all your customer data—wherever it lives. It's fast, powerful, and gives you the freedom to build whatever you want.

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