

Agent Workspace



zendesk

Companies who switch to Agent Workspace experience



18%

faster replies to
customers



76%

self service deflection
rate



30%

increase in agent
efficiency

All your conversations in one place:

Context switching, multitasking between unrelated tasks, results in lost productivity. In a unified workspace, conversations from different channels appear in the same place instead of on different dashboards. Important customer context – including data from third-party apps – appears alongside the conversation, too, so your agents aren't scrambling to track down information.

Supercharged agent productivity: New intelligent routing features ensure tickets and conversations end up with the right agents, at the right time. Agents can use the context panel to quickly search for knowledge base content to help customers solve their issues faster. They can also merge tickets from different channels to preserve context, and provide additional clarity to their teams with internal notes.

Access to the latest capabilities: Whether it's modern channels, like web, mobile and social messaging, or the latest AI tools, agents have better access to tools that result in better outcomes for their teams and customers alike. With click-to-configure bot building tools, service teams can create customer conversational flows and engage with customers proactively. Additionally, AI features like Intelligent Triage, Smart Assist, and Suggest Macros increase productivity by letting agents focus on resolutions rather than busywork.

Agent Workspace allows customer service teams to create better conversational

experiences: 70 percent of customers expect agents they interact with to have full context during their interactions. With the new Agent Workspace, agents are equipped with a modern conversational interface that boosts agent productivity and brings faster resolution times to customers.

The Agent Workspace allows teams to benefit from new AI tools. Intelligent Triage analyzes requests for sentiment, customer intent and language in order to prioritize it against other tickets. Smart Assist helps determine the best course of action towards a resolution. Content Cues integrates AI with your knowledge base, surfacing relevant material to customers while advising your team on articles to create, update, or remove. Lastly, our bot building tools make it easy for anyone to create conversational chatbot flows to deflect tickets, collect data, and do so much more.

**58K+ companies are
already providing better
service with Agent
Workspace**

Features	Agent Workspace	Standard Interface
Customer information	Unified. Customer information, knowledge base articles, and details surfaced by AI are visible in a context panel alongside the conversation.	Separated. Customer information is available in a separate tab off to the side, resulting in context-switching.
Messaging	Yes. Agents can easily switch between channel type in the same interface, while taking advantage of all the modern features messaging has to offer.	No. New messaging features, like asynchronous conversations, proactive messages, and web and mobile messaging are not available. Tickets are session-based.
Artificial Intelligence	Yes. The Agent Workspace gives service teams access to new AI and bot building features, like Intelligent Triage, Smart Assist, and Content Cues.	Limited. Some AI-powered insights to help teams improve their knowledge base.



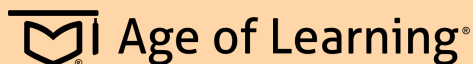
Success story...

The leading education technology innovator and creator of the widely popular ABCmouse online learning program, Age of Learning wanted to deliver the best experience possible to its global audience with less friction and more personalization. Age of Learning used Zendesk to effectively scale and add support channels out of the box, in just a matter of weeks. Tools like Agent Workspace helped the team provide more conversational interactions, deflect common questions, and improve agent experience, while increasing efficiency.

“After using a homegrown system, moving to Agent Workspace in Zendesk was like arriving in the 21st century.”

Sara Milton

Senior Customer Experience Specialist,
Age of Learning



Increased productivity

Previously, the team used Zendesk to route emails and track calls alongside a legacy system. "It was ineffective and inefficient," according to Tim Rondeau, VP of Customer Care.

The support team noticed a huge difference after implementing a single ticket interface in Agent Workspace, making it easier to handle calls alongside emails and messages. Instead of opening new browser tabs or switching channels, their agents can now focus on addressing customer needs.

Research

2X

increase in agent
productivity

30%

increase in
efficiency

[Source](#)

Learn more about Agent Workspace

Zendesk is built for agents first, which means that the Agent Workspace is made for them. After all, agents just want to deliver seamless support without switching between dashboards or have customers repeat information. With the right tools and data in place, agents can maintain relevant, personal conversations on any channel.

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