

# Priority Customer Service

## ENTERPRISE ADD-ON

### 99.9% uptime SLA and a 1-hour service level objective from our Global Customer Service Team

We know that your customer support platform is mission critical to your business. You need to ensure uptime and have a team to come to when any questions arise. The Priority Customer Service add-on guarantees 99.9% service availability for your Zendesk. And when it comes to needing assistance, a global team of expert customer advocates are on hand to reply to you within the hour.



24/7/365

Multi-channel customer service with access to a dedicated email and phone line, and in-product chat for admins



1-hour service level objective

A guarantee of a one-hour global first reply time for 95% of requests, English only



99.9% uptime SLA

Our guarantee of 99.9% service availability is backed up by service credits for any lapses

“Zendesk is the right balance of proven solution and true partner. We choose vendors that we can partner and scale with.”

Richard Hall, Director of Revenue Operations, Shopify

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\*More information on the uptime service level agreement and service level objective can be found on our [add-ons agreement page](#)

