

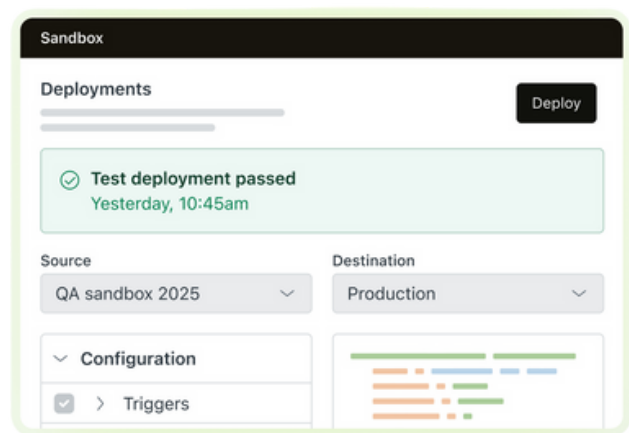
Risk-free resolution innovation with Sandbox



Innovate quickly and securely in an isolated environment for building, testing, and deploying your service operations. Zendesk Sandboxes offer realistic copies of your production environment, giving your team control to safely adapt and optimize resolutions—without impacting agents or customer experiences.

Why use Zendesk Sandboxes?

- **Reduce operational risks:** Protect your service operation by building and testing changes in a safe, separate environment
- **Accelerate innovation cycles:** Boost admin and developer productivity with efficient, automated deployment
- **Ensure consistent resolution:** Minimize change errors that disrupt service resolutions, weakening customer and employee trust



Key product capabilities

- **Production replica & refresh:** Create and refresh realistic sandboxes for accurate testing by copying production data and configurations.
- **Version management:** Inspect, save, and compare configuration versions across environments for governance and troubleshooting.
- **Deploy:** Automate rollout of validated changes across sandbox and production environments for fast, error-free rollout.
- **Revert:** Quickly rollback changes from production to sandbox to maintain stability and minimize downtime.

End-to-end governance and control



Plan & Build

Analyze and build workflows, integrations, and configurations in dedicated sandboxes.



Test & Train

Validate changes and train agents in separate sandboxes before rollout.



Stage & Deploy

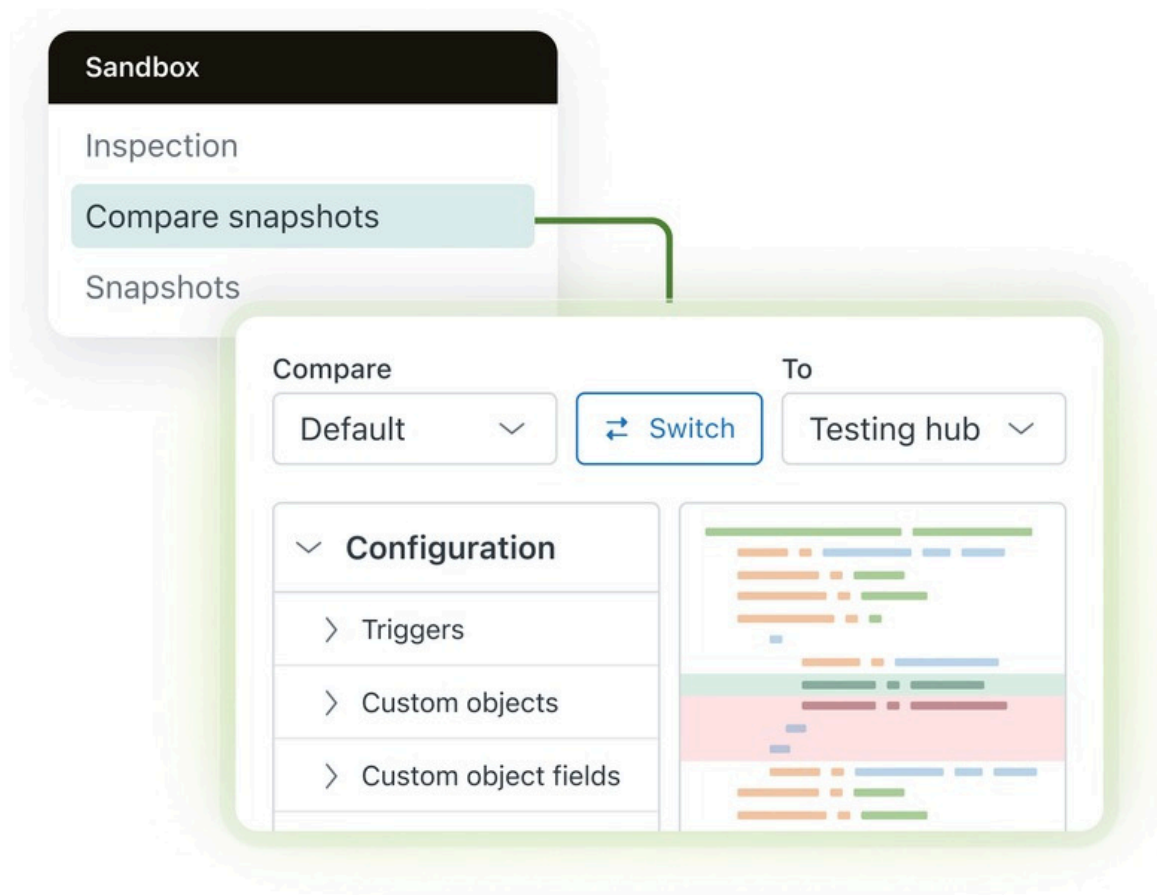
Release validated changes from staging sandboxes to production automatically and error-free.



Monitor & Train

Track change impact with detailed logs and easily revert changes to maintain stability and compliance.

What makes Zendesk Sandbox different



Enterprise-grade governance for all

Zendesk Sandbox delivers enterprise-grade governance and control including audit-ready deployment logs and reversion with easy-to-use tools.

Up and running fast

Quickly set up and scale Sandbox environments with streamlined workflows designed to reduce setup time and accelerate your testing and deploying process.

Native Zendesk experience

Fully integrated into the Zendesk Admin Center, Sandbox provides version testing and deployment without third-party tools or complex setup.

Production-like parity

Sandbox environments closely mirror live setups for realistic testing and training that boost accuracy and agent readiness.

Innovate confidently with Zendesk Sandboxes.

Learn more at zendesk.com/service/sandbox or contact your Zendesk representative.

