

zendesk

# Premier Support

Get the personalized support you need to achieve your CX goals



If you have a complex CX stack with custom development and are in a business that operates 24/7 or is growing rapidly, you need dedicated specialists on-call who are experts in your specific Zendesk instance. With Premier Support, you can expect peace of mind through enterprise-grade technical support that fits your business needs. It's the **maximum level of partnership** with the Zendesk Advocacy Team, and it empowers you to:



Provide superior experiences to your customers and users



Sail smoothly on your omnichannel journey



Scale and make changes with a safety net

## With Premier Support, you get:

### Personal Support Engineer

Personalized technical support from a designated engineer who's an expert in your Zendesk instance and CX stack

### Dedicated routing

Direct routing of requests to your Personal Support Engineer and the Premier Support Team

### Developer support

Hands-on app and API support for your developers as you grow and extend your usage

### 24/7 proactive monitoring

Support, outreach, and resolution guidance when something isn't right

### Monthly health checks

Ability to review your experience, tickets, and engagement with the team

### Priority service

99.9% uptime and a 30-minute continuous reply time commitment for critical issues

"Rather than being just customer number 5, we can actually contact people at Zendesk whenever we have an issue. We're starting to see the results of cultivating that human aspect."

– John Turner

Business Solutions Manager at Mailchimp



# Which level of service is right for you?

## Features comparison

Enterprise	Priority	Premier
24/7 live phone and chat support	<b>Includes Enterprise features</b>	<b>Includes Priority features</b>
Business impact assessment	<b>+</b>	<b>+</b>
Product and skill-based routing	<b>Faster response times</b>	<b>Personalization</b>
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	Prioritized phone and e-mail support	Personal Support Engineer
	30-min service level objective (SLO) for critical business issues (English only)	Dedicated routing
	60-min service level objective (SLO) for major business issues (English only)	Monthly health checks
	99.9% uptime service level agreement (SLA) guarantee	24/7 proactive monitoring
		Developer support
		(Premier is provided in English only)

# 315%

**faster** resolution time on urgent issues for Priority Customer Service and Premier Support customers according to Zendesk's internal findings

To learn more about how Priority Customer Service or Premier Support can drive value for your business, please reach out to your account representative.

Interested in more information on uptime SLA and SLO?

[Visit our add-ons agreement page.](#)