

Zendesk CX: Professional Services

Our team of experts help you create a frictionless experiences for your customers



Launch Core Services Data Sheet

Together we're better

Reduce time to value with a solution designed to meet your needs



Our knowledge is your power

Tap into the full potential of our family of products through expert-led training. After our training workshop, you'll be equipped with the skills to manage your Zendesk deployment and optimize your operations.



Deploy with confidence

Our team of consultants work with you to design a solution around your customer service goals. Through iterative design sessions and user testing, we ensure Zendesk is configured to deliver strategic impact to your business.



Experts that work with you

We work as an extension of your team, offering an effective combination of broad customer service expertise and deep product knowledge to help you deliver a differentiated customer experience.

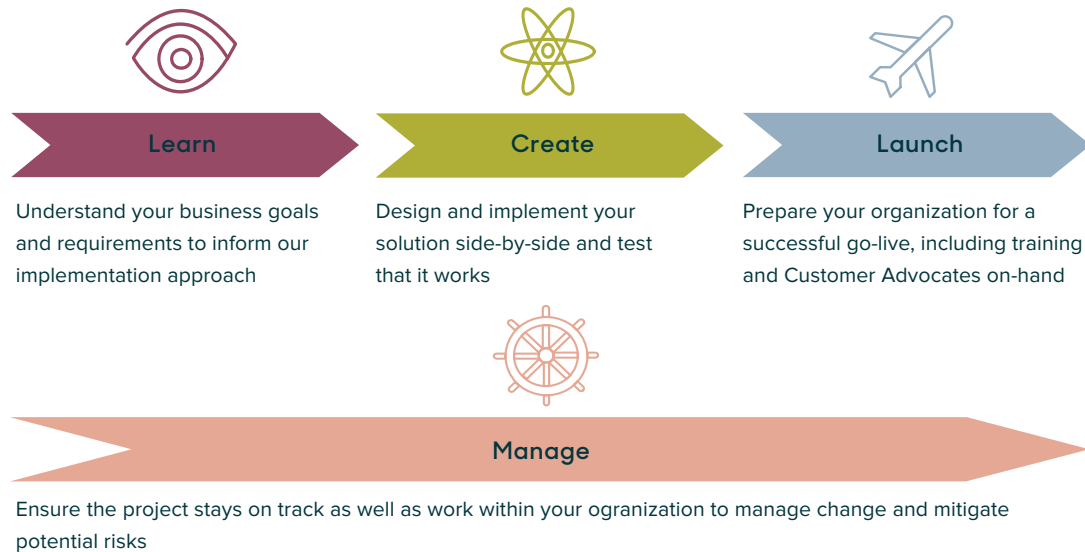
"I definitely feel like I've been listened to as part of this journey, and we all see our relationship with Zendesk as a strategic partnership rather than just a business buying products off another business."

Rob Harris, Head of Customer Service Platforms at First Utility



Our Launch Framework







Our implementation methodology is based on 10 years of delivering outstanding customer experiences across thousands of successful customers. We've developed a tried and proven multi-phased approach for delivering quality and on-time deployments regardless of where you are in your customer service journey or the complexity of your operations.



90% of customers deploy in 8 weeks or less

Customize your experience

Every engagement is tailored to your implementation needs. Begin with the Launch Core Base Package and select optional add-ons.

<p>Launch Core Base Package</p> <ul style="list-style-type: none">• Designated Project Manager• On-site Design Workshop*• Functional design documentation• Side-by-side configuration assistance• Go-live readiness preparation• Post go-live support <p>*Travel and Expenses not included</p>	Add-ons:		
 <p>Additional Products Implementing multiple products? Add Support, Guide, Chat and/or Talk to your implementation</p>	 <p>Technical Guidance Customize, integrate and extend the platform with the help of a technical consultant</p>	 <p>Additional Collaborative Configuration If you have a more complex set-up, allocate more time for configuration</p>	
 <p>Help Center Design Design a self-service experience that is unique to your brand</p>	 <p>Insights or Explore Private Training Receive 1:1 training where you can ask questions specific to your set-up</p>	 <p>Certification Ensure your teams are successful from the get-go with a Support Administrator or App Developer I Certification</p>	

For more information on Launch Core and assembling the right solution, consult your account representative.