

Zendesk Assist

Get assistance from Zendesk experts who can help with hands-on configuration, and give detailed, contextual guidance.



Asking for help isn't easy

Growth is rapid, and sometimes there is so much going on that you just need a little bit of help. That's where Zendesk Assist comes in. These packages are designed by our Professional Services team to provide you assistance however you need it. Whether it's hands-on help configuring your instance based on best practices, contextual guidance and best practices using our APIs, or building reports in Explore, we've got you covered.



A little added muscle

Work with a dedicated expert to receive tactical help and hands-on assistance whenever you need it.



Let us be the guides

Have an influx of customer support recommendations and don't know where to start? We can give guidance based on industry best practices.



Turn insights into action

Get custom reports built for you by somebody who knows the setup of your instance inside and out.

We can help you bring your vision to life

Our services team is here to supplement your team.

Assist Lite

€2,250 | £2,100

\$2500

per instance, per month

12 HOURS PER MONTH:

- Hands-on configuration
- Technical guidance
- Developer guidance
- Expert consultation
- Private training

Assist Core

€5,250 | £4,850

\$5750

per instance, per month

28 HOURS PER MONTH:

- Hands-on configuration
- Technical guidance
- Developer guidance
- Expert consultation
- Private training

To learn more about how Zendesk Assist can drive value for your business, please reach out to your account team.