

“Zendesk [Premier] helped us quickly regain control when ticket volumes skyrocketed, whether it was understanding what was going on so that we could take proactive steps to bring those volumes down or managing requests to reduce the number of unprocessed tickets.”

Steven Franklin, Global Head of Customer Service for Siemens Financial Services

ZENDESK SERVICES

Premier Plans

Increased coverage, response time guarantees, ongoing monitoring, and 24/7 support.

Because you rely on Zendesk to run your business better, we understand the importance of meeting your unique business needs and setting up your team for continued success.

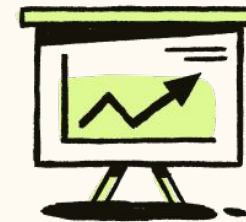
Your customer’s expectations are higher than ever, making Zendesk one of the most important investments in your tech stack. Let us provide you with the VIP support experience that our Premier Plans offer, which will continue to improve your bottom line by putting you and your customers at the top.

Premier Plans include:



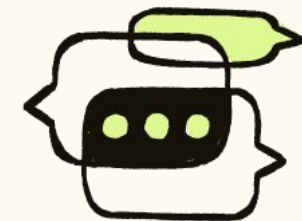
24/7 prioritized support

Receive global coverage, with direct access to Zendesk experts online.



99% product uptime

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



1 hour response times

Receive 30/60 minute first reply and continual reply cadence for issues that impact your business.



Industry leaders rely on Premier

		Essentials	Support	Enterprise
24/7 Support		•	•	•
Global coverage		•	•	•
Priority routing		•	•	•
99.9% service availability		•	•	•
Response time guarantees: 30 mins for Critical; 1 hr for Major issues and ongoing cadence		•	•	•
Digital access to advocacy		•	•	•
Phone and email access to advocacy			•	•
Designated Premier Support Engineer (PSE)	Ongoing performance monitoring and proactive engagement		•	•
	Comprehensive documentation for faster diagnosis & troubleshooting and to inform future configurations and integrations		•	•
	Scheduled monthly health checks with associated report		•	•
	Key event management , to plan and deliver peak volume events		•	•
Designated Technical Account Manager (TAM)	Develop and maintain your CX technical roadmap , inclusive of your broader CX strategy and architecture			•
	SME that diagnoses challenges and proposes solutions in accordance to your CX objectives and industry best practices			•
	Trusted advisor with influence in the direct-to-product team feedback loop			•
Credentialing	Up to 10 Zendesk certifications annually			•

There is a Premier Plan that is right for you.

To learn more about how Zendesk Premier Plans can help drive value for you and your business, please reach out to your account team.

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