

THRASIO

Thrasio brought in Zendesk Services to revamp its existing self-service strategy. Zendesk conducted a thorough review and updated Thrasios configurations, permissions, SLAs, and business rules and built a custom ticket sidebar app to boost agent productivity.

Customer since 2017
Supports 200+ brands
58K monthly tickets

Maximize the full value of your Zendesk investment.

To learn more about how Professional Services can help drive value for your business, please reach out to your account team.

ZENDESK SERVICES

Optimization Packages

Enhance your customer & agent experience.

As your business continues to evolve, the need to optimize and refine your Zendesk configuration is crucial in order to meet the growing needs of your agents and customers. Our team of Zendesk experts are here to help. Leveraging deep product expertise, our experts will work side-by-side with you to review your current setup and identify new processes and capabilities to help you achieve success.



Express

Includes a designated Project Manager, account review & design sessions, configuration guidance, technical guidance, and a rollout checklist & review.

\$9,000

€8,300 | £7,300

4 week engagement



Elevate

Includes entitlements for Express, as well as go-forward recommendations, collaborative configuration, and post-optimization check-in.

\$18,000

€16,600 | £14,500

6-8 week engagement

