

Zendesk



Senior Account Executive
svalerio@zendesk.com





EMPLOYEES

3,500+

HEADQUARTERS

San Francisco

GLOBAL OFFICES

17

Madison
São Paulo
Montreal

Berlin
Copenhagen
Dublin
London
Montpellier

Bangalore
Manila
Melbourne
Singapore
Tokyo

CUSTOMERS

157,000+

COUNTRIES

160+

LANGUAGES

60+

YEARLY
INTERACTIONS

2.6B+



Trusted by 150,000+ companies in 160+ countries

Internet	 SQUARESPACE	 slack	 GROUPON	 gofundme	 OLX
Software	 box	 xerox	 EVERNOTE	 MailChimp	 sendinblue
Telecom	 vodafone	 amaysim	 twilio	 tigo	 LINE MOBILE
Finance	 Homebridge	 LendingClub	 STARLING BANK	 LINCOLN INVESTMENT	 monese
Healthcare	 HENRY SCHEIN®	 omada	 NHS	 Veeva	 The Royal Children's Hospital Melbourne
Media and Entertainment	 NYX GAMING GROUP	 NETFLIX	 Big Fish Games	 NEXON	
Retail	 FOSSIL	 TESCO	 Stanley Black & Decker	 DOLLAR SHAVE CLUB	 Ingersoll Rand
Travel	 Uber	 MINOR HOTELS	 FOUR SEASONS Hotels and Resorts	 Expedia	 OLA
Edu, Nonprofit and Government	 THE SALVATION ARMY	 ACLU	 FCC	 TN Tennessee State Government	 coursera



The service-first CRM

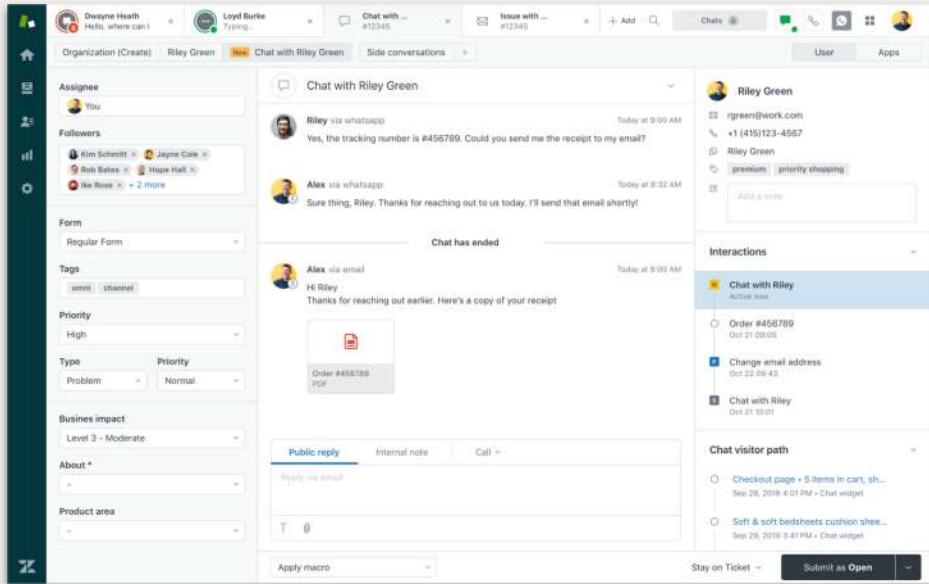
Service

Sales

Platform

Zendesk Support Suite

Customer support software that
empowers your teams to deliver
world class service, faster



support



chat



talk



guide



gather



explore



social

Messaggistica



THE FUTURE

Social messaging

Unlocks the most popular messaging apps for customers seamlessly within Zendesk Support and the Support Suite.



WhatsApp



Facebook Messenger



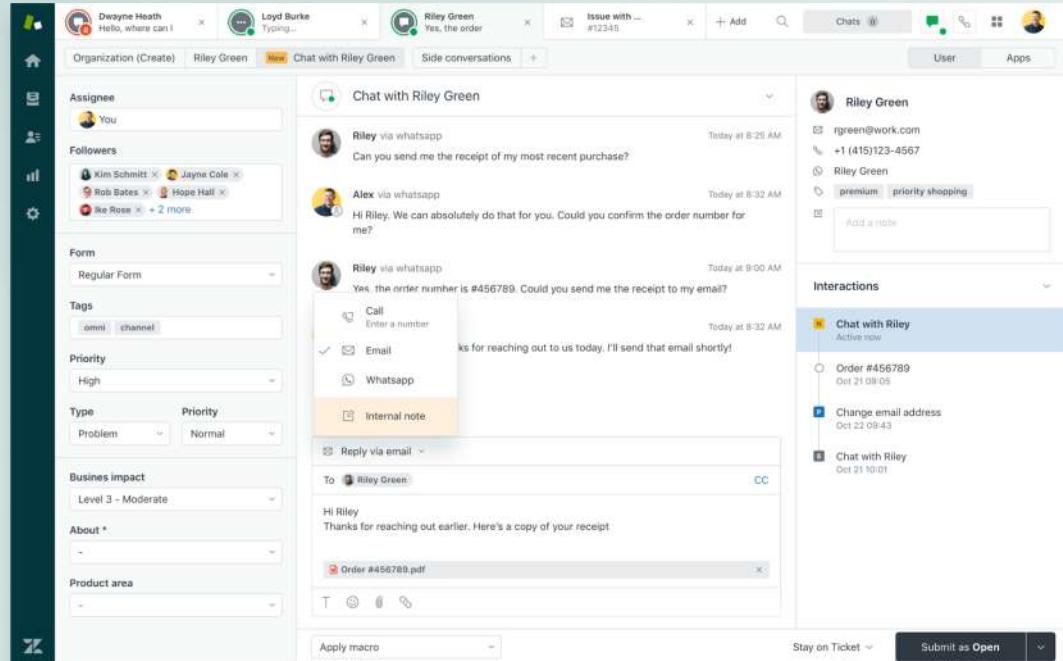
Twitter Direct Messaging



WeChat



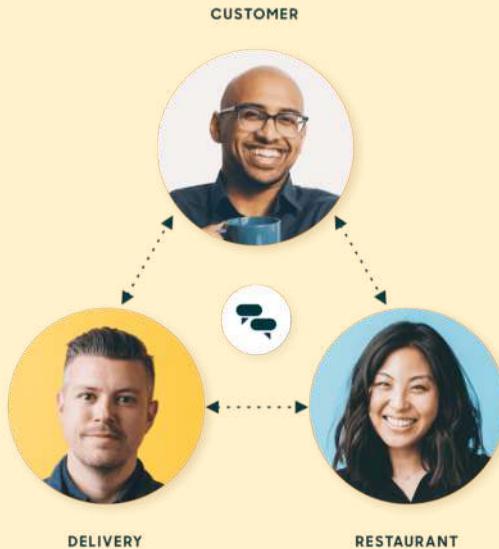
Line



GENERAL AVAILABILITY

Multiparty Conversations

Connect multiple users into a single conversation and unlock almost any messaging use case



MULTI-SIDED CONVERSATIONS

Connect buyers, sellers, drivers, riders & others into a multi-sided conversation for your marketplace



GROUP CONVERSATIONS & COMMUNITIES

Bring groups of users together to drive more engagement and create more conversational communities



INTERNAL MESSAGING & COLLABORATION

Make it easy for internal teams to collaborate and solve complex customer support issues in real time



CONVERSATION MONITORING

Monitor conversations to detect fraud, power real-time analytics, and loop in support at the right time

Self Service



Scale with Smart Self-Service



guide

Knowledge base & help center

+



gather

Online community forums

+



Answer Bot

Virtual customer assistance

+



support

Integrated customer support

Answer Bot Works Everywhere

1

Questions comes in

2

Answer Bot finds relevant
articles in Guide

3

Ticket is solved!
(or routed to an agent)

Can I include an emoji in my reply?



Email



Web Form



Web Widget

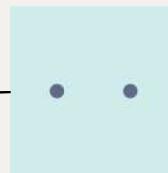
New



Slack



API & SDK



Does this article answer your question?

If it does, we can close your recent request #12345

Yes, close my request

No

For the best teams, AI
is already
driving great experiences

3.5M

Answer Bot
resolutions

700K

agent hours
saved

9,000

years given back
to customers



Logitech powers a personalized help center with Guide & Sunshine

logitech Support

REGISTER A PRODUCT DOWNLOADS RETURNS/REFUNDS COMMUNITY CONTACT US

Welcome to Logitech Support

How can we help you ?

Apple has released macOS Catalina 10.15. If you use Logitech Options, Presentation Software or Logitech Control Center (LCC) please update to the latest version on our Download page

DOWNLOADS

“It’s about making it easy for the customer - so that the data we have about them is serving them, not just our marketing team”

- Massimo Rapparini, Chief Information officer



780+ SKUs



35M+ Custom object records



4x faster implementation than competition



30M+ monthly help center views

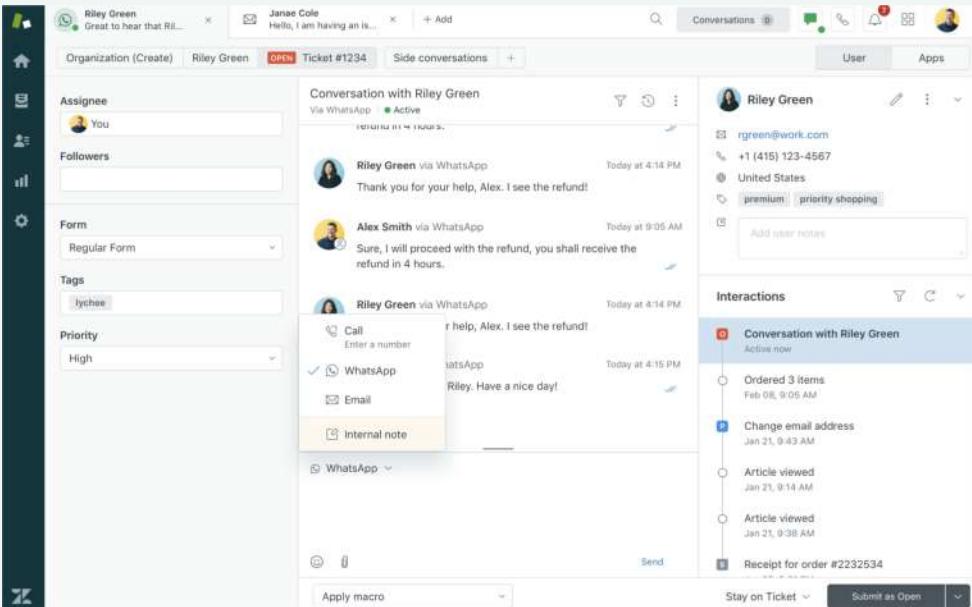
Costruire esperienze e non canali



What's new in Agent Workspace

Agent Workspace is better than ever at handling real-time chat & social messaging conversations alongside traditional channels like email.

- Switch channels seamlessly to send an email or make internal notes in the same conversation while chatting or messaging a customer.
- **Omnichannel composer** allows agents to select from built-in channels like Chat, WhatsApp, LINE and WeChat, alongside email, phone and internal notes, and automatically adjust the editor to match the channel.
- Build integrations directly into Agent Workspace with **Sunshine Conversations** to add custom channels like **Apple Business Chat**, **Viber** and more.
- Popular chat functionality like **Chat tags**, **auto-translate**, **secure attachments** and **multi-brand** will be available in Agent Workspace.
- Now available to all **Suite customers** and **Support customers** who have Chat.

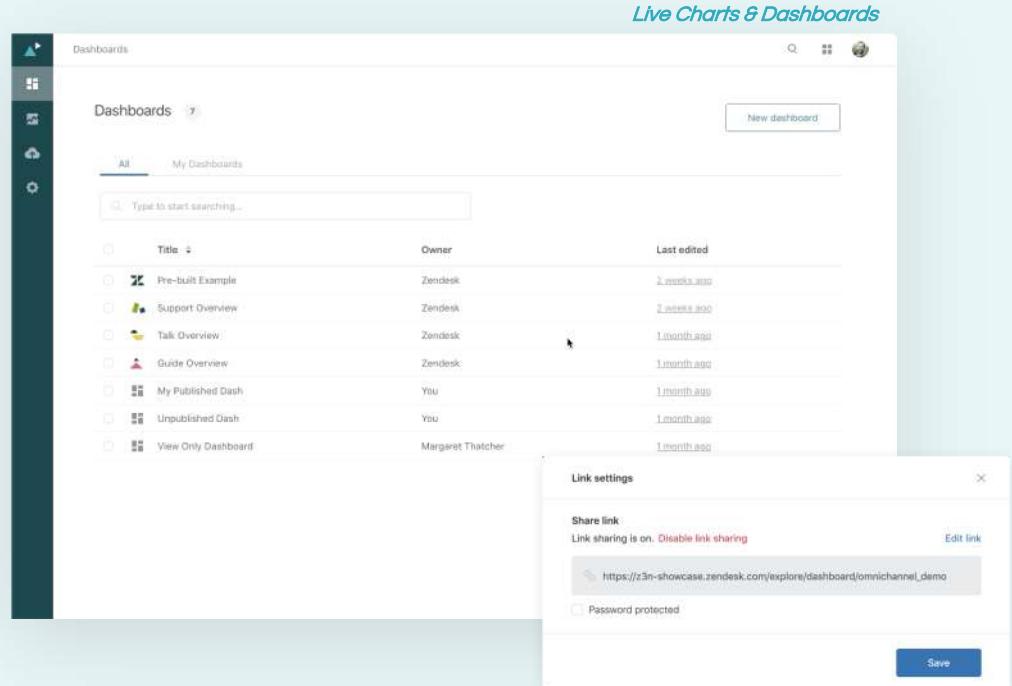


KPI & Dati



Explore

- In today's environment, it's more important than ever to get the visibility into your data and use those insights to adapt to changing needs.
- Explore helps service leaders manage and scale the business in a rapidly changing world. Spot and react to challenges across the business with real-time analytics and boost team collaboration with advanced report sharing capabilities.



The screenshot shows the Zendesk Explore interface. At the top, there's a header with the text "Live Charts & Dashboards". Below the header is a search bar and a "New dashboard" button. The main area is titled "Dashboards" and contains a table with the following data:

Title	Owner	Last edited
Pre-built Example	Zendesk	2 weeks ago
Support Overview	Zendesk	2 weeks ago
Talk Overview	Zendesk	1 month ago
Guide Overview	Zendesk	1 month ago
My Published Dash	You	1 month ago
Unpublished Dash	You	1 month ago
View Only Dashboard	Margaret Thatcher	1 month ago

On the right side of the dashboard list, a "Link settings" dialog box is open. It contains a "Share link" section with a link URL: https://z3n-showcase.zendesk.com/explore/dashboard/omnichannel_demo, a "Disable link sharing" link, and a "Edit link" link. There's also a "Password protected" checkbox. At the bottom of the dialog is a "Save" button.

Link Sharing

thank you!

