



Zendesk Professional Services

# AI Optimization Services



## Enhance your customer & agent experiences with Zendesk AI

Meet the growing needs of your customers and agents by adding Zendesk AI to your customer experiences. Our team of Zendesk experts is here to help. Leveraging deep product expertise, our experts will work with you to review your existing setup, configure new AI capabilities, and identify ways to integrate AI functionality into your existing workflows and processes.



Fine tune your Zendesk solutions with advanced AI functionality



Receive in-depth technical and configuration assistance



Set up Advanced bots, agent workspace intelligence, and intelligent triage

## AI Optimization Packages

UP TO 50 SEATS	UP TO 100 SEATS	NO SEAT LIMIT
<b>Express</b>	<b>Elevate</b>	<b>Custom</b>
<b>\$15K   €14K   £9.6K*</b> Fixed Fee	<b>\$26K   €23.4K   £20.8K*</b> Fixed Fee	<b>Price Depends on Scope</b> For teams with unique requirements
<b>Expected Timeline: ~4 Weeks</b>	<b>Expected Timeline: ~6-8 Weeks</b>	<b>Expected Timeline: 8+ Weeks</b>
<ul style="list-style-type: none"> <li>• Designated Project Manager</li> <li>• Account Review &amp; Design Sessions</li> <li>• Configuration Guidance</li> <li>• Technical Guidance</li> <li>• On-Demand Training</li> <li>• Rollout Checklist &amp; Review</li> </ul>	<ul style="list-style-type: none"> <li>• Account Review &amp; Assessment Workshop</li> <li>• Everything in Express, plus:</li> <li>• Go-Forward Recommendations</li> <li>• Collaborative Configuration</li> <li>• Rollout Checklist &amp; Post Optimization Check-In</li> </ul>	<ul style="list-style-type: none"> <li>• Everything in Elevate, plus:</li> <li>• Additional Assessment / Design Workshops</li> <li>• Configuration Workbook</li> <li>• Functional Configuration</li> <li>• Pre &amp; Post Rollout Support</li> </ul>
<b>ADD-ONS AVAILABLE</b>	<b>ADD-ONS AVAILABLE</b>	<b>ADD-ONS AVAILABLE</b>

\*Prices start at

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