

THE MUST-HAVE ITEM FOR YOUR BUSINESS

ZENDESK FOR RETAIL

Zendesk is the leading cloud-based customer engagement solution that fosters better customer relationships and improves your business's bottom line. Loved by customers for its ease of use and elegance, Zendesk is the fastest way to provide great customer service.

WHY ZENDESK?

Streamlined Workflow: Remove ticket management headaches for your support team so they can focus on their job of satisfying and retaining customers and improving your business.



Multi-Channel Customer Engagement: Engage your customers through their preferred communication channel—email, phone, chat, social media, Web—or help them help themselves through a powerful knowledge base.

Business Intelligence: Effectively measure your support processes and efficiencies and their impact on your business through robust reporting.

THE ZENDESK DIFFERENCE

Our Product is easy to try, buy, set up and use—constantly evolving the standards and practice of customer service. With our track record of scalability, security and 99.9% uptime, you'll never outgrow Zendesk.



Our People are committed to helping you deliver exceptional customer service. What this means is we put our customers first. Going beyond the product, joining Zendesk means you are also joining a community of 15,000 businesses worldwide with which you can learn and interact.

Our Practice of superior customer support means you will be armed with unique resources and knowledge from our white papers, case studies, webinars, forums and Zendesk University training classes.

ZENDESK AT A GLANCE

- 15,000+ businesses
- 68 million consumers served
- 140 countries
- 275,000+ tickets per day
- 100+ plug-and-play integrations



To manage nearly 15,000 support tickets daily, we use Zendesk to keep our customers happily coming back for more deals.

GROUPON

What Zendesk Means for Your Retail Business

Ticket Management

Handle both customer or internal support conversations through our smart ticket management system—reducing response time and increasing efficiency.

- Insert pre-defined responses to your most commonly asked questions using dynamic placeholders, called macros.
- Set up action- or time-based notifications, such as an alert on a ticket that is not meeting its service level target.
- Efficiently manage tickets with tools, such as keyword tags, bulk updates, ticket merge and ticket-to-article integration.

Reporting & Analytics

Gather business intelligence with our reporting and analytics tools that help predict future outcomes and provide insight into the health of your Zendesk.

- Monitor support trends and agent performance through 20+ pre-built reports and dashboards, along with additional advanced analytics capabilities such as forum and search analytics.
- Analyze and compare customer satisfaction ratings and efficiency metrics against industry benchmark standards.
- Easily export complete ticket data and build your own custom reports.

Anytime, Anywhere Support

Enable customer support anytime, anywhere—through multiple channels and from any device.

- Give your customers complete access to their ticket history and the support community via multiple channels—email, Web, phone, chat, community forums, Twitter and Facebook.
- Provide customer support on-the-go with full ticket management capabilities on our native mobile apps for iPhone, iPad, Android, BlackBerry, Windows Phone and Kindle Fire.

- Deflect tickets and increase self-service help options through knowledge base, published articles, discussion forums and community ideas.

Integrations

Connect your Zendesk to other business solutions with our 100+ out-of-the-box integrations and robust open API.

- Enrich user profiles with data from leading CRM solutions including Salesforce.com, SugarCRM, Microsoft Dynamics CRM 2011, 37signals, Highrise and NetSuite.
- Integrate with popular business applications such as Atlassian JIRA, Harvest, LogMeIn, FreshBooks, WordPress and Yammer.
- Learn how to expand product functionality with our robust open APIs that include REST, JavaScript widgets and email at developer.zendesk.com.

Custom Interface

Create a consistent user experience and customize the look and feel of your Zendesk.

- Customize fonts, colors, layouts, menus, emails, widgets and support-portal domain with a wide range of branding options.
- Communicate with customers in their preferred language and time zone through dynamic internationalization capabilities.
- Manage multiple customer-facing brands through one centralized Zendesk account.

HOW TO GET STARTED

Visit us to sign up for a free 30-day trial:
www.zendesk.com