



HEALTH CHECK SERVICES

zendesk

BASIC HEALTH CHECK

This option is best suited for businesses already using Zendesk Support who feel they aren't getting the best from their platform and want to identify key areas for improvement/optimisation.

PACKAGE INCLUDES:

1. A dedicated Zendesk Consultant
2. Discovery session to understand your business objectives and desired customer experience outcomes
 - Identify specific pain points and challenges faced within your Zendesk implementation
3. Review Zendesk configuration including but not limited to ticket forms/fields and business rules usage
4. A bespoke Health Check document
5. Playback of findings and key recommendations for improvement
 - A playback session where our experts will walk you through the Health Check findings
 - Receive personalised recommendations tailored to address identified issues and maximise the potential of your Zendesk platform

PRICE: From £1,100 (+VAT)

[BOOK A HEALTH CHECK](#)





Smith

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Regular Form

Conversation with Zoe
Via messaging | ● Active

current plan? ✓

Zoe via messaging
Today at 9:01 AM
Yes, can you upgrade me to the Unlimited plan?

Alex Smith via messaging
Today at 9:01 AM
For sure, let me do it right away. ✓

by email
Today at 9:01 AM ✓

Today at 9:01 AM ✓

Interactions

Convers
Active no

Change

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ADVANCED HEALTH CHECK

Best for organisations who are already using Zendesk products (Chat/Talk/Guide/AI/Messaging) but aren't getting the full benefit of the capabilities.

PACKAGE INCLUDES:

1. A dedicated Zendesk Consultant
2. Discovery session to understand your business objectives and desired customer experience outcomes
 - Identify specific pain points and challenges faced within your Zendesk implementation
3. Review Zendesk configuration including but not limited to ticket forms/fields and business rules usage
4. Chat/Talk/Guide/AI/Messaging configuration
5. Bespoke Health Check document
6. Playback of findings and key recommendations for improvement
 - A playback session where our experts will walk you through the Health Check findings
 - Receive personalised recommendations tailored to address identified issues and maximise the potential of your Zendesk platform

PRICE: From £2,150 (+VAT)

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