

The best customer experiences are built with Zendesk

Zendesk makes a customer service and engagement platform for businesses which want to give customers the best. Our products are designed to facilitate communication, reduce friction, and improve the relationship between companies and their customers. Innovative, forward-thinking companies embrace this philosophy, and they use Zendesk to create the best possible experience for their customers.



How Zendesk helps deliver a great customer experience

Complete offering for a frictionless customer experience

Zendesk omnichannel support offers everything you need to have conversations with customers that flow seamlessly across channels.

Easy to implement, use, and scale

A beautifully simple solution that delivers faster time-to-value and is designed to grow and scale with businesses of any size.

How Zendesk gives you an edge

Agility and innovation to help you keep up with customer expectations

Best practices out of the box that give your business the flexibility and speed to manage change or transform without complexity.

Customer context for smarter engagement

Develop context and orchestrate the ideal customer journey with tailored, proactive communications that improve customer satisfaction.

Open, modern, extensible platform for business flexibility

Embed Zendesk anywhere, connect to your key systems, and make it your own with our modern standards and APIs.

The Zendesk Platform

Our customer service and engagement platform is powerful and flexible, and scales to meet the needs of any business. It helps organisations understand their customers, improve communication, and offer support where and when it's needed most. The products work closely together, sharing data, customer history, and communication channels, so your team can too.

"Zendesk is a great partner because the products are so simple to use, easy to understand, and integrate with all of our bespoke technology platforms."

– Larry Diamond, CEO and cofounder, Zip Money

"Zendesk offers our agents the solution they need to do what's right by the customer."

– Ivan Trajkovski, Head of Customer Experience, Catch Group

"Data from Zendesk drives change in our products and technology to better serve customer needs. The insights, analytics and information Zendesk gives us about our customers, and about how they interact and transact with us, is invaluable."

– Shaun Wilton, Customer Service Group Manager, Carsales.com.au

"Zendesk Support is world-class software, and we've been very happy since we implemented it at Xero."

– Hadleigh Lynn, Support Team Lead – Internal IT, Xero



The Suite

Everything you need to be everywhere your customers are, wrapped up in one package



Support

A beautifully simple system for tracking, prioritising, and solving customer support tickets



Guide

A self-service destination featuring knowledge-base articles, community forums, and a customer portal



Chat

Live chat and messaging software that provides a fast and responsive way to connect with customers in the moment



Talk

Call centre software that allows for more personal and productive phone support conversations



Connect

Manage proactive customer communication across channels to deliver better customer experiences at scale



Explore

Analytics to help measure and understand the entire customer experience