

The Resolution Platform



Transform every interaction with the only complete AI-first platform where AI, automation, and human agents work as one to drive faster, higher-quality resolutions

20%

reduction in average handle time with agent copilot

80%

of customer questions resolved by AI agents

35%

increase in agent adherence with workforce management tools

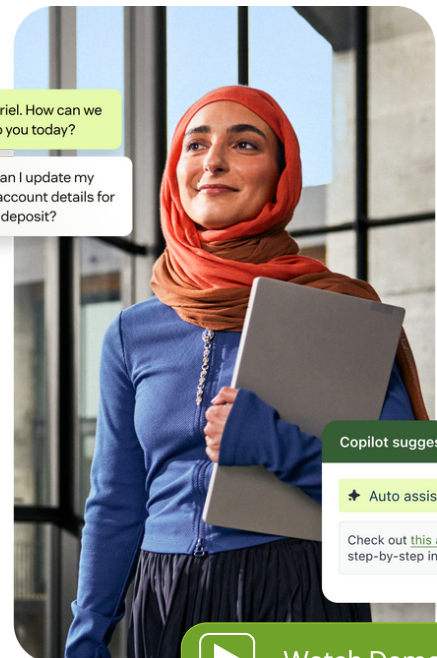
Deliver exceptional outcomes with Zendesk

- Boost productivity with **agent copilot** by proactively guiding agents in real-time with relevant suggestions and insight to deliver faster, quality support
- Accelerate resolutions with 24/7 **AI Agents** that adapt, reason, and solve complex inquiries across any channel
- Gain full visibility into service quality and performance with **AutoQA** that scores 100% of interactions, fueling smarter self-service and agent coaching
- Optimize scheduling, staffing, and forecast demand with AI-powered **analytics & workforce management** that keeps your teams efficient and agile
- Connect and centralize trusted content with a **knowledge base** that enables accurate, consistent answers easily accessible for agents



Hi Ariel. How can we help you today?

How can I update my bank account details for direct deposit?



Copilot suggests

★ Auto assist

Check out [this article](#) for step-by-step instructions.



Watch Demo

“Last year we deflected almost **8,000 tickets** due to self-service enabled by Zendesk. That amounts to about **\$1.3M** saved due to the reduction in tickets.”



David Schroeder
Sr. Manager of Services Support

* Sourced from customer data

Zendesk is built differently



AI in service of humans

AI and human expertise blended into a unified, omnichannel solution so every interaction is handled with both efficiency and empathy.

Quality you can trust

The only complete CX solution with native, AI-driven QA to monitor & improve the quality & accuracy of 100% of your human and AI interactions.

Purpose-built for service

AI trained on 18B+ interactions and powering the largest number of AI service customers.

Easy to use, easy to scale, easy to get value

From day one, it's ready to grow with you—scaling seamlessly to any size or complexity for faster time to value.

See how Zendesk delivers ROI. Explore [Forrester's TEI of Zendesk](#)

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