Zendesk

Senior Account Executive
[svalerio@zendesk.com](svalerio@zendesk.com)

![zendesk]

**EMPLOYEES**

# 3,500+

**HEADQUARTERS**

# San Francisco

**GLOBAL OFFICES**

# 17

| | | |
|---|---|---|
| Madison | Berlin | Bangalore |
| São Paulo | Copenhagen | Manila |
| Montreal | Dublin | Melbourn |
| | London | Singapore |
| | Montpellier | Tokyo |

**CUSTOMERS**

# 157,000+

**LANGUAGES**

# 60+

**COUNTRIES**

# 160+

**YEARLY INTERACTIONS**

# 2.6B+

# Trusted by 150,000+ companies in 160+ countries

| Internet | SQUARESPACE | slack | GROUPON | gofundme | OLX |
| --- | --- | --- | --- | --- | --- |
| Software | box | xerox | EVERNOTE | MailChimp | sendinblue |
| Telecom | vodafone | amaysim | twilio | tigo | LINE MOBILE |
| Finance | Homebridge | LendingClub | STARLING BANK | LINCOLN INVESTMENT | monese |
| Healthcare | HENRY SCHEIN | omada | NHS | Veeva | The Royal Children's Hospital Melbourne |
| Media and Entertainment | NYX GAMING GROUP | NETFLIX | RIOT GAMES | BIG FISH Games | NEXON |
| Retail | FOSSIL | TESCO | Stanley Black & Decker | DOLLAR SHAVE CLUB | Ingersoll Rand |
| Travel | Uber | MINOR HOTELS | FOUR SEASONS Hotels and Resorts | Expedia | OLA |
| Edu, Nonprofit and Government | THE SALVATION ARMY | ACLU | FCC | TN Tennessee State Government | coursera |

# The service-first CRM

Service        Sales        Platform

# Zendesk Support Suite

Customer support software that empowers your teams to deliver world class service, faster
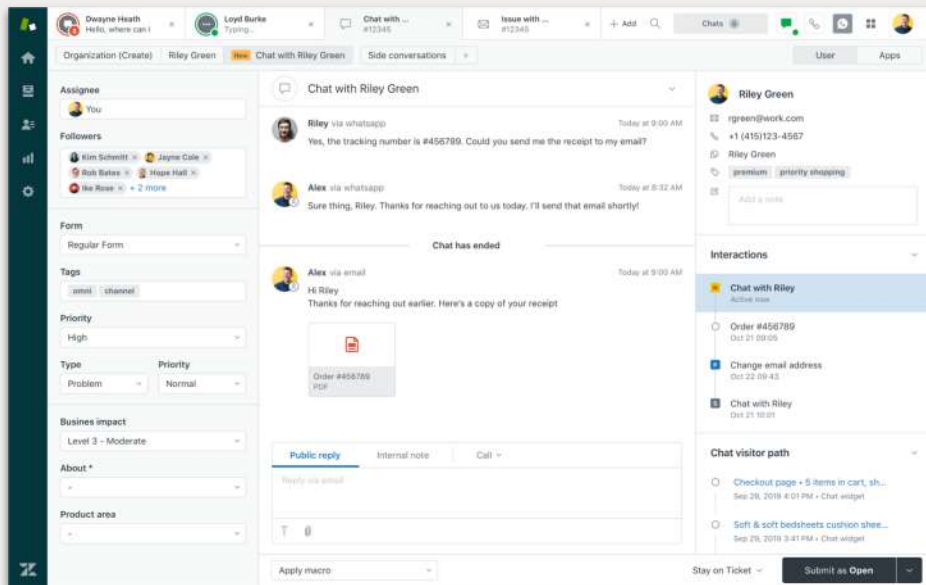


support

chat

talk

guide

gather

explore

social

# Messaggistica

# Social messaging

Unlocks the most popular messaging apps for customers seamlessly within **Zendesk Support and the Support Suite.**
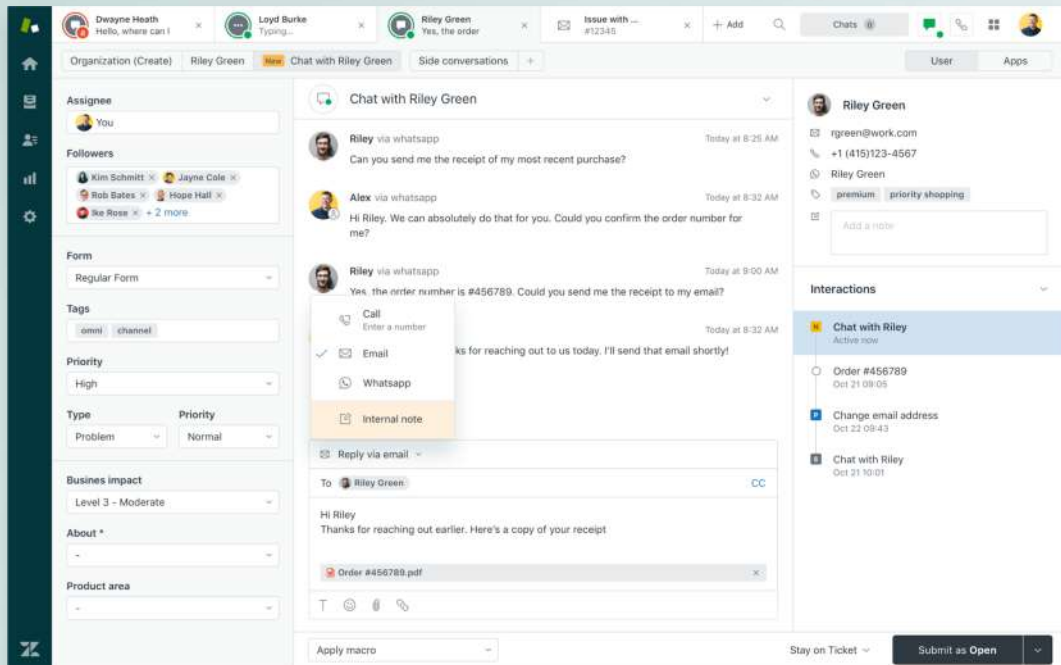
WhatsApp
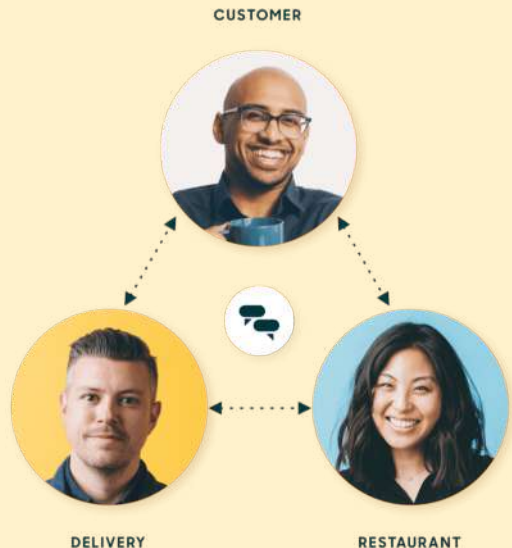
Facebook Messenger

Twitter Direct Messaging

WeChat

Line

# Multiparty Conversations

**Connect multiple users into a single conversation and unlock almost any messaging use case**

CUSTOMER

DELIVERY

RESTAURANT

### MULTI-SIDED CONVERSATIONS
Connect buyers, sellers, drivers, riders & others into a multi-sided conversation for your marketplace

### GROUP CONVERSATIONS & COMMUNITIES
Bring groups of users together to drive more engagement and create more conversational communities

### INTERNAL MESSAGING & COLLABORATION
Make it easy for internal teams to collaborate and solve complex customer support issues in real time

### CONVERSATION MONITORING
Monitor conversations to detect fraud, power real-time analytics, and loop in support at the right time

# Self Service

# Scale with Smart Self-Service

**guide**

Knowledge base & help center

+

**gather**

Online community forums

+

**Answer Bot**

Virtual customer assistance

+

**support**

Integrated customer support

# Answer Bot
# Works Everywhere

**1** Questions comes in

**2** Answer Bot finds relevant articles in Guide

**3** Ticket is solved!
(or routed to an agent)
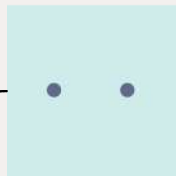
Can I include an emoji in my reply?

Email

Web Form

Web Widget

**New**

Slack

API & SDK

Does this article answer your question?
If it does, we can close your recent request #12345

Yes, close my request          No

zendesk

# For the best teams, **AI** is already driving great experiences

**3.5M**

Answer Bot
resolutions

**700K**

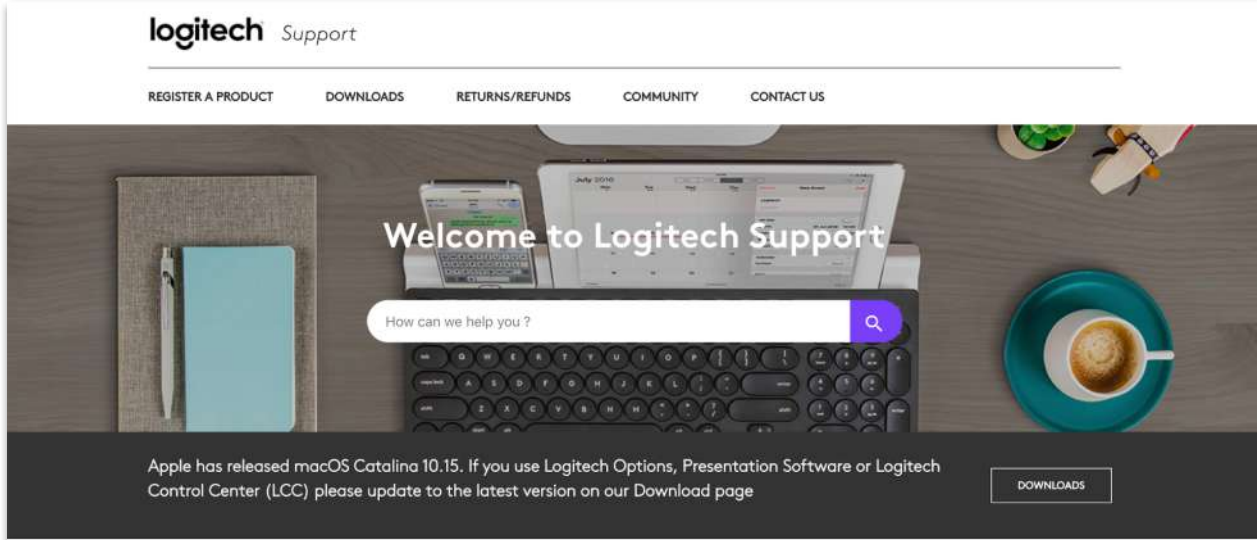agent hours
saved

**9,000**

years given back
to customers

# logitech

## Logitech powers a personalized help center with Guide & Sunshine



*"It's about making it easy for the customer - so that the data we have about them is serving them, not just our marketing team"*

- Massimo Rapparini, Chief Information officer

**780+ SKUs**

**35M+ Custom object records**

**4x faster implementation than competition**

**30M+ monthly help center views**

# Costruire esperienze e non canali

# What's new in Agent Workspace

Agent Workspace is better than ever at handling real-time chat & social messaging conversations alongside traditional channels like email.

- Switch channels seamlessly to send an email or make internal notes in the same conversation while chatting or messaging a customer.

- **Omnichannel composer** allows agents to select from built-in channels like Chat, WhatsApp, LINE and WeChat, alongside email, phone and internal notes, and automatically adjust the editor to match the channel.

- Build integrations directly into Agent Workspace with **Sunshine Conversations** to add custom channels like **Apple Business Chat, Viber** and more.

- Popular chat functionality like **Chat tags, auto-translate, secure attachments and multi-brand** will be available in Agent Workspace.

- **Now available to all Suite customers** *and* **Support customers who have Chat.**
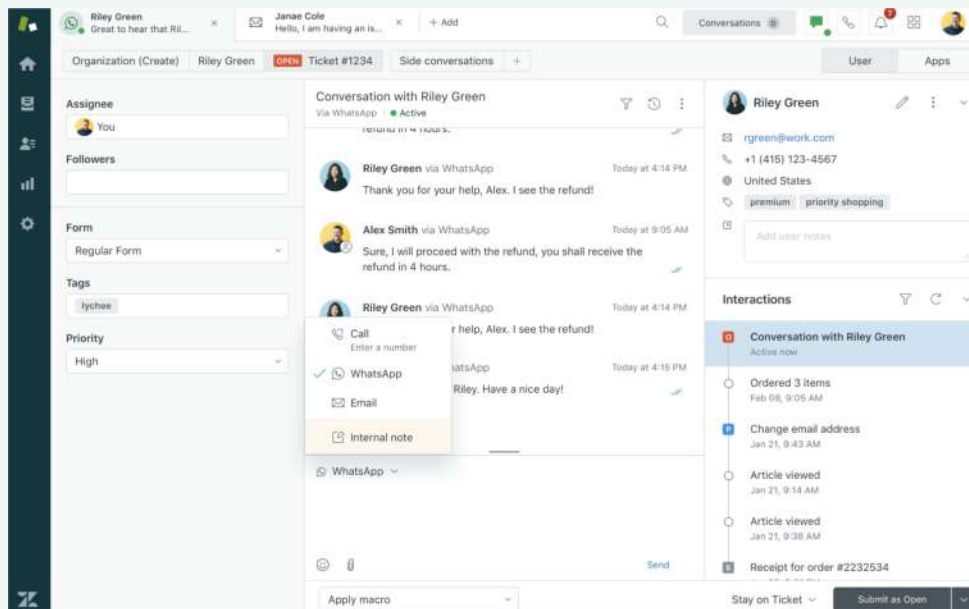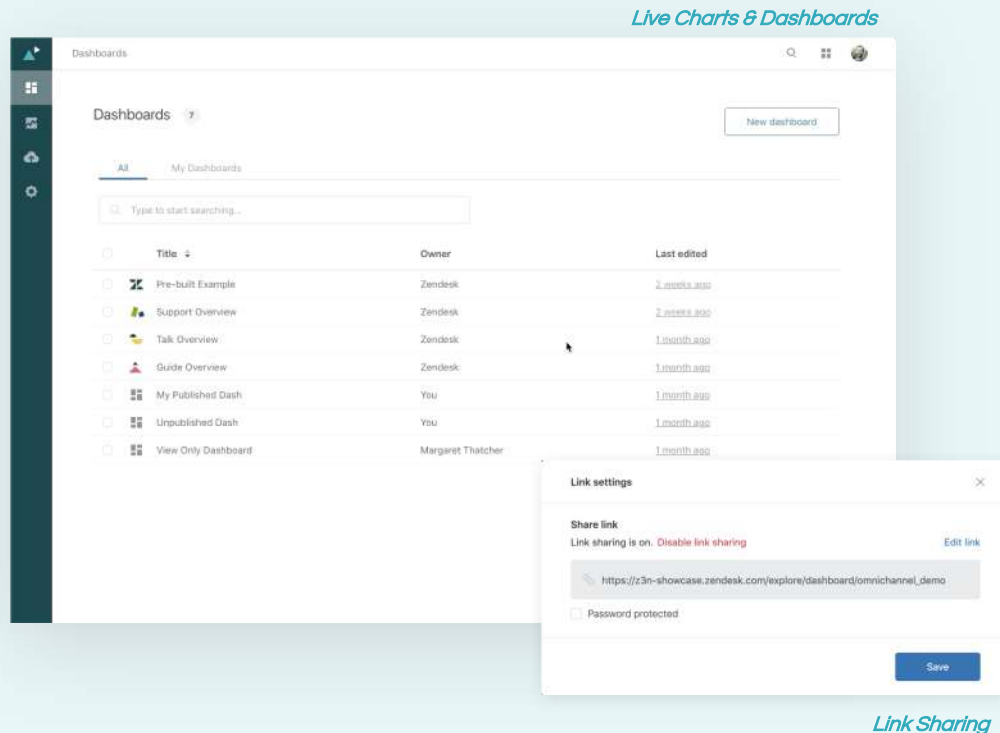
# KPI & Dati

# Explore

- In today's environment, it's more important than ever to get the visibility into your data and use those insights to adapt to changing needs.

- Explore helps service leaders manage and scale the business in a rapidly changing world. Spot and react to challenges across the business with real-time analytics and boost team collaboration with advanced report sharing capabilities.



*Link Sharing*

thank you!