

# 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

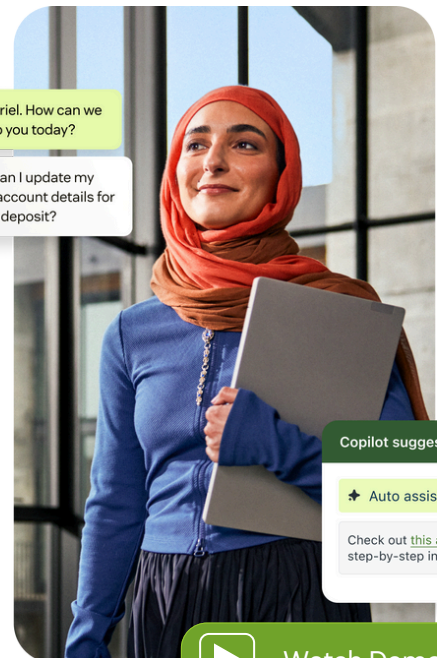
## Deliver exceptional outcomes with Zendesk

- 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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