AI-Related services

Ensure you're set up for success with Zendesk AI with help from Zendesk consultants, architects, and developers

zendesk

AI Expert

→Unlock 80% + automation across support operations — with expert guidance at every step.

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AI Expert is a subscription based package that provides ongoing access to our AI experts in order to improve automation rates and enhance agent and admin experience with Zendesk AI agents advanced and Copilot

This package can include:

- Access to Success Specialists
- Strategy creation and success planning
- Business reviews
- Health audits & strategic recommendations
- AI Expert consulting hours
- Enablement and training

AI Expert
Contact Sales for price
Remote Delivery

AI Readiness

Our team will highlight best practices and provide recommendations to accelerate your understanding, enablement and adoption of Zendesk AI copilot capability and functionality.

What's covered:

- Intelligent triage
- Advanced auto replies
- Macro insights for admins
- AI reporting & insights
- GenAI for knowledge content creation
- Custom intents
- Agent suggestions
- Replies using GenAI & Auto Assist

Per Customer Team

AI Readiness

$4,750 / €4,400 / £ 3,800

Remote Delivery for 3 weeks
Guidance to get you up and running fast with Zendesk copilot

- Auto assist
- Suggested first replies
- Suggested macro badges and confidence levels
- Enhance agent writing
- Ticket summaries
- Quick answers (Knowledge Center)
- Merging suggestions
- Intelligent triage predictions
- Entity detection

Optimization Services

Whether you're looking for more advanced technical guidance or optimizing existing AI setup, our team of Zendesk specialists is here to help.

What's covered:

- Review current setup, workflows, and business rules for improvements & AI copilot optimizations
- Setup of agent workspace intelligence (ex: macros & intelligent triage)
- Integrate new AI functionality and optimize workflows & processes
- More add-ons available

Customer driven	Zendesk driven
Express	Elevate
$9K | €8.3K | £7.3K Fixed Fee *Remote delivery*	**$18K | €16.6K | £14.5K** Fixed Fee *Remote delivery*
• Comprehensive account review and design sessions • Standard configuration guidance • Technical advisory & best practices • Rollout support • Rollout checklist & review	Everything included in Express and also the following: • Design and assessment workshops • Go-forward recommendations document • Collaborative configuration • Post rollout checklist • AI-powered workflow optimization (Integrate new AI functionality and enhance processes)

Custom AI Optimization

Tailored to your unique AI requirements for more advanced and complex use cases.

This package can include:

- Setup of agent workspace intelligence (e.g., macros & intelligent triage)
- Support for multiple brands, languages, and regions
- Review of your current setup, workflows, and business rules for optimization
- AI Copilot enhancements and new AI functionality integration
- Auto-Assist configuration
- More add-ons available

CUSTOM LAUNCH

Price Depends on Scope

Remote or Onsite delivery

- Tailored engagement
- Custom scoped based on unique requirements
- Ideal for complex use cases
- Includes more than 2 Zendesk Suite products
- Best for multi-phased deployment
- Can cover multiple languages, channels, brands, or instances

AI Pilot Custom Projects

Simple

$9K-$12K
(2-3 weeks)
Remote delivery

Includes guidance and setup of:

- 1 brand/team (<50 agents)
- Capture baseline success metrics (ROI)
- Agent workspace AI considerations
- Omni-Channel Routing
- Intent driven
- 1 language
- Configuration of intelligent triage
- SLA's
- Automations
- OOTB Reporting (guidance only)
- Sentiment

Medium

$18K-$30K
(3-4 weeks)
Remote delivery

Can include all of the simple guidance and setup with:

- 1-3 brands/teams (<100 agents)
- Project management and oversight
- 2 languages
- Setup of up to 1-3 flows
- OOTB reporting setup and/or 1-2 custom reports
- Configuration of intelligent triage

Complex

$30K+
(4-6 weeks)
Remote or Onsite delivery

Can include all of the simple and medium guidance and setup with:

- 3+ Brands (>100 agents)
- Capture and monitor baseline success metrics
- 2+ Languages
- Setup of 4+ flows
- Custom reporting
- Mobile SDK's
- Complex triage workflows
- Agent training