

zendesk

AI-powered IT Service Management

Zendesk for employee service redefines IT support with an AI-powered platform that's as powerful as it is easy to use. Simplify your IT service operations with a flexible solution that brings your systems, processes, and teams together to deliver great service while keeping costs low.



Deliver exceptional IT service more efficiently and at any scale

- **Maximize IT team productivity** with a unified agent workspace that provides key employee context, guides workflows, and enables easy team collaboration.
- **Provide 24/7 service to employees** with autonomous AI agents and AI-powered self-service, reducing the need for human intervention and deflecting ticket volume.
- **Optimize IT service operations** with automated workflows for common tasks, and AI-powered reporting that includes actionable insights and suggestions.
- **Secure your employee data** with enterprise-grade privacy and security controls.

Automate

80%

of interactions with AI Agents

Reduce handle times by

20%

with copilot, driving down
cost per ticket

Save

45s

per ticket by eliminating
manual triage

What makes us different



Beautifully Simple

An easy-to-use solution that is loved by employees and unlocks greater productivity.



Easy to implement, easy to scale.

Ready from day 1, and built to scale without an army of developers, meaning fast time to value and low TCO.



AI purpose-built for service.

Generative AI trained on 18+ billion service interactions to deliver faster, more accurate employee service without the lengthy setup.



Designed for cross- -department support.

Unify IT, HR, and more on a single platform for exceptional employee service and simplified operations.

Simplify your IT service operations with Zendesk for employee service



Streamlined employee hardware & software requests

- Assign new hardware and software with ease using employee context, history, and approvals in one single workspace
- Empower employees to easily request technical support through their preferred channels or a centralized service catalog



Simplified onboarding & offboarding

- Seamlessly coordinate across departments using approvals and collaboration tools— all within a single ticket
- Continually optimize your processes with AI-powered reporting that includes actionable insights and suggestions



Efficient incident and problem management

- Protect your organization from risk with continuous visibility into incident status and resolution progress
- Provide employees a user-friendly portal that offers clear guidance on how to identify and report incidents, ensuring they can take swift action with minimal friction



Standardized change management to minimize disruption and risk

- Simplify change management with automated task lists & AI-powered tools, enabling faster resolutions and adherence to IT best practices
- Ensure alignment and compliance across stakeholders with standardized workflows & customizable ticket statuses that give clear visibility into the approvals process

“We’re constantly striving to improve the experience our colleagues have when they need help with something, and Zendesk is a big part of that. Delivering a quality experience is very much a top priority.”

Adam Bruce

Head of Product - Service Desk, Help & Automation



Provide your employees the same great service experience as your customers—with seamless IT support.

Contact your Account Manager to see how you can get started in a flip of a switch.

www.zendesk.com/employee-service

