



ZENDESK INTERNAL TICKETING SYSTEM

Overview & Implementation Guide

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Introduction To Zendesk Support

After thorough evaluation, it is recommended that your organization implement Zendesk Support Team as the internal ticketing system to enable more robust tracking of outstanding issues.

This report outlines the service as a whole as well as the implementation of Zendesk Support Team as the internal ticketing system for ACME Corporation. By adopting Zendesk, you will enhance your ability to track new and outstanding issues, leading to improved efficiency in managing support requests and overall service quality. Zendesk offers various service packages tailored to different organizational needs. Given the size of your organization, the Zendesk Support Team package is the most suitable option. Priced at **\$19 per agent per month**, this solution is tailored for smaller organizations while providing robust functionality.

WHATS INCLUDED?

- Ticketing System
- Multiple Contact Options (Email, X, Facebook, etc.)
- Customer Details & Conversation History
- Business Rules
- AI Agents
- Out-of-the-box Reporting & Analytics

This cloud-based ticketing system is accessible from anywhere with internet connectivity, featuring a user-friendly interface that enables quick onboarding and efficient ticket management. The robust functionality includes multi-channel ticketing, automation, customizable workflows, and comprehensive reporting tools.

By choosing the Zendesk Support Team package, your organization can streamline support processes and enhance the experience for staff on both sides of the support process.

Features

- **Multi-Channel Ticketing:** Create tickets through various channels, ensuring comprehensive coverage of user inquiries.
- **Automation and Triggers:** Automate repetitive tasks and set up notifications to improve response times and efficiency.
- **Customizable Workflows:** Configure ticket workflows to align with your organizational processes.
- **Reporting and Analytics:** Utilize built-in reporting tools to track resolution times, team performance, and customer satisfaction metrics.
- **Integration Capabilities:** Easily integrate with existing tools and applications (e.g., Salesforce, Jira) for enhanced functionality.

Budget

Implementing Zendesk Support Team requires careful consideration of various budget components and our needs as an organization to ensure a successful deployment for our 6 agents. Below is a detailed breakdown of the primary costs associated with the implementation as well as some optional additional features coming with an additional cost.

SUBSCRIPTION COSTS

Monthly Fee: \$19 per agent

Total Cost:

- Monthly: \$114
- Annual: \$1,368

ADDITIONAL FEATURES AND ADD-ONS

Estimated Cost: \$50 to \$500+ per month, depending on selected features from the Zendesk Marketplace.

- This could be Slack, Salesforce, or almost any other integration you could think of or other features such as a live chat

Note: While the base features will meet initial needs, consider potential add-ons as the organization scales to enhance functionality and support.

Requirements

Implementing Zendesk Support Team involves several requirements, most of which should already be available in your environment. As a cloud-based solution, Zendesk requires no new on-premises hardware, which leaves you to focus primarily on configuring it to meet your specific needs.

TECHNICAL REQUIREMENT

- **Internet Access:** Reliable internet connection for cloud access.
- **Devices:** Compatible devices (Windows, Linux, MacOS).
- **Web Browsers:** Supported browsers (Chrome, Firefox).

ORGANIZATIONAL REQUIREMENTS

- **User Accounts:** Set up accounts for all agents with defined roles and permissions.
- **Support Team Structure:** Establish team roles and ticket handling processes.

TRAINING REQUIREMENTS

- **Staff Training:** Conduct training on using Zendesk, managing tickets, and utilizing reporting tools.
- **Ongoing Support:** Plan for continuous training and updates to keep staff informed of new features and best practices.

By addressing these key requirements, your organization can effectively implement Zendesk Support Team to enhance support operations.

Implementation

To efficiently implement Zendesk Support Team, it is essential to follow a structured approach that includes account setup, user role definition, and planning for customization and training. This proactive strategy will equip your organization to manage support requests and enhance overall service delivery effectively. By following the steps outlined below you can ensure that all the necessary steps have been taken to maximize the platform's capabilities and enhance overall support operations.

SIGN UP FOR ZENDESK

- Create an account by visiting the Zendesk website and selecting the Support Team plan. You can start with a free trial to explore the features before committing.

CONFIGURE ACCOUNT SETTINGS

- After signing up, log in to your account and configure essential settings, including time zone, currency, and support email address. This ensures that your account aligns with your operational needs.

ADD USERS AND DEFINE ROLES

- Navigate to the People section in the Admin panel to add support agents, managers, and administrators. Assign appropriate roles and permissions based on their responsibilities to control access to various features.

CUSTOMIZE TICKET FORMS

- Tailor the default ticket forms to capture relevant information specific to your organization's support processes. Add custom fields as needed to ensure that all necessary data is collected.

SET UP WORKFLOWS AND AUTOMATIONS

- Define ticket workflows that reflect your organization's processes, including escalation paths and response times. Utilize Zendesk's automation features to streamline ticket handling and improve efficiency.

INTEGRATE WITH EXISTING TOOLS

- If applicable, connect Zendesk with existing systems such as CRM or project management tools.

CONDUCT STAFF TRAINING

- Organize training sessions for all users to familiarize them with the Zendesk interface, ticket management processes, and reporting tools. Providing access to Zendesk's documentation will also support ongoing learning.

LAUNCH THE SYSTEM

- Officially launch Zendesk as your internal ticketing system, encouraging all staff to utilize the platform for support inquiries.

GATHER FEEDBACK AND ITERATE

- After the launch, solicit feedback from users regarding their experience with Zendesk. Use this feedback to refine workflows, update training materials, and explore additional features as needed for continuous improvement.

Conclusion

Implementing Zendesk Support Team will significantly enhance your organization's ability to track and manage outstanding issues, ultimately leading to improved service quality and customer satisfaction. The platform's robust features, flexibility, and scalability make it an ideal choice for organizations looking to streamline their support processes. By adopting Zendesk, your organization can foster a proactive support culture, ensuring that every customer inquiry is addressed promptly and effectively.