Customer Success Engineer

Emma Taylor • London, UK

13%

~**40** out of **300**
Zendesk users

About me. As a Customer Success Engineer, I handle complex customer issues that frontline support can't resolve. I act as the bridge between support and internal engineering teams.

Goals. Streamline ticket resolution for support engineers. Collect key ticket info (contact details, Copilot involvement, entitlements, classification) to improve processes.

> Zendesk's trigger framework helps me route complex issues efficiently. By collaborating to improve automation visibility and documentation, I can confidently refine workflows and accelerate ticket resolution for our support engineers.

Zendesk interactions

Maintain and develop the HelpHub portal using Zendesk's API for customer ticket creation and management

Own and update the "Sidecar" ticket sidebar app with testing and deployment

Raise Zendesk-related issues and recommend business rule changes to support Customer Success initiatives

Testing integrations and validating app behavior in sandbox

Modify ticket data sent to Zendesk and validate proper processing

Collaborate with Zendesk Operations during incidents or outages

Technical expertise: 4 / 5

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Training needs: Medium

Key challenges

Tangled Automation: I struggle with an undocumented network of Zendesk triggers and automations. Without visibility into these interdependencies, even minor changes carry high risk and require significant time investment.

Generic info. Much of the displayed information is not tailored to specific queues, reducing relevance.

Learn more about the research • Deep dive in NotebookLM.