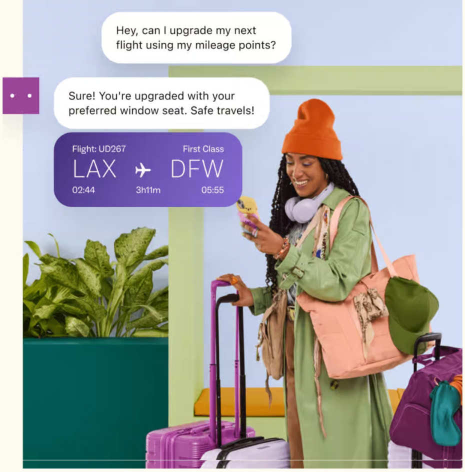
ARTIFICIAL INTELLIGENCE

Zendesk AI makes service what it should be

Only Zendesk AI is built on billions of real customer service interactions. It understands customer experience, which means you unlock the power of personalized support from day one—without any extra work.

Contact Sales

▶ Watch video



Hey, can I upgrade my next flight using my mileage points?

Sure! You're upgraded with your preferred window seat. Safe travels!

HOW ZENDESK AI WORKS

Intelligence infused into every interaction

Automate the frontline

Having too many customers is a good thing. Manage high demand with AI agents and resolve interactions with ease.

Give agents a boost

Being an agent has never been easier. Offer agents AI tools that provide full context and guidance on how to approach interactions.

Operate at scale

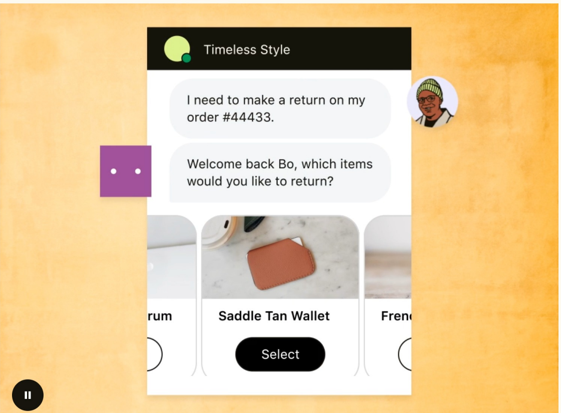
Get full visibility into how to optimize your service operations. Use AI to amaze customers, boost agent morale, and streamline workflows.

AI-POWERED BOTS **NEW**

Let AI agents pick up the slack

Zendesk AI agents are more intelligent, reliable, and independent than the average bot. They provide real relief to human agents and know how to handle more complex interactions because customer service is what they do best.

Check out AI agents



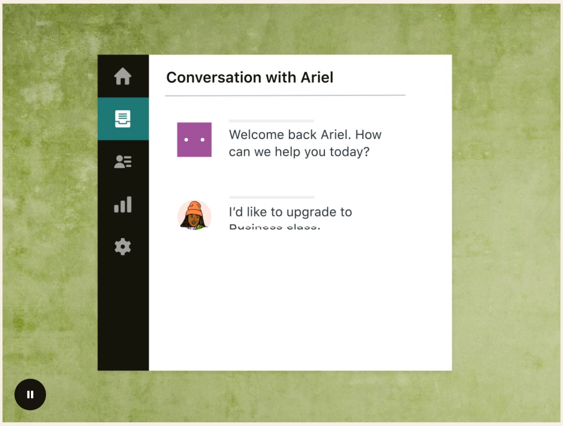
Timeless Style

I need to make a return on my order #44433.

Welcome back Bo, which items would you like to return?

AGENT EFFICIENCY

Turn agents into top performers



Conversation with Ariel

Welcome back Ariel. How can we help you today?

I'd like to upgrade to Business class.

Double up on brain power

NEW

Our intelligent AI assistant does more than advise. It takes action, by offering response suggestions and actions to agents based on your business policies.

Get early access

Send personalized replies in seconds

Provide agents all the details

Get suggestions you can trust

NEW

OPTIMIZE WORKFLOWS

Transform your entire customer experience

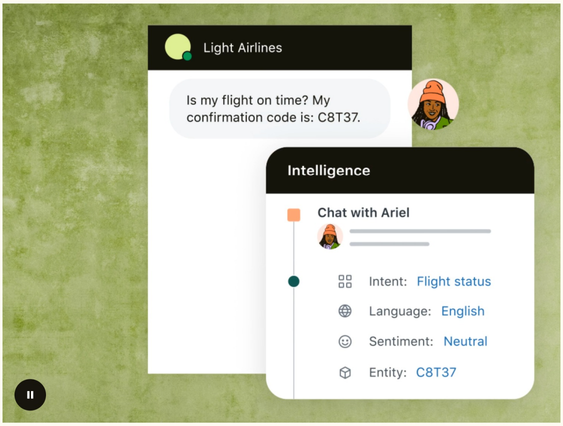
Read customers like a book

Automatically know what your customer wants, how they feel, and what language they speak. Go further and customize what to detect and capture so the information you care about is always front and center.

Retire from manual routing

Anticipate what to automate next

Generate content on the fly



Light Airlines

Is my flight on time? My confirmation code is: C8T37.

Intelligence

Chat with Ariel

Intent: Flight status

Language: English

Sentiment: Neutral

Entity: C8T37

TESTIMONIALS

photobucket

-30%
Decrease in annual tickets

96%
CSAT for messaging

> “The bot is perfect for our users that need help when our agents are offline. They can interact with the bot to get answers quickly, instead of sending us an email and waiting until the next day to hear from us.”

Trishia Mercado
Director, Member Engagement Team at Photobucket

Read customer story

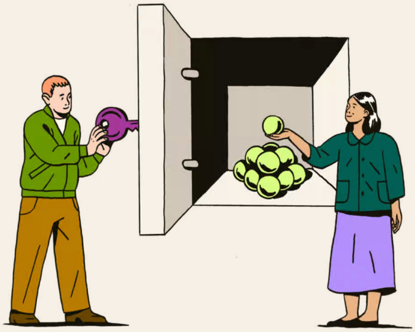
LIBERTY. photobucket Grove COLLABORATIVE

AI FOR EMPLOYEE EXPERIENCE

Set your internal teams free

Assign repetitive requests to AI agents that come pre-trained on millions of HR and IT interactions. Route sensitive topics to the right teams, allowing everyone to focus on the right tasks.

Get the details



ADVANCED DATA PRIVACY AND PROTECTION

Enterprise-grade security and privacy

Zendesk AI follows the same standards applied to all Zendesk products because keeping customer data safe is essential. For businesses that need more protection, our Advanced Data Privacy and Protection add-on provides the highest level of security.

Get the details

Frequently asked questions

How can I access Advanced Zendesk AI features?

Customers on Support and Suite Professional plans or above can use Advanced AI.

How much does Zendesk Advanced AI cost?

What features are included in the Suite vs. Advanced AI?

How is Zendesk protecting my data?

Which industries are supported with the Zendesk Intent Model?

How does Zendesk partner with OpenAI?

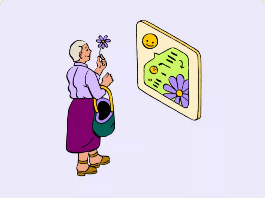
ADDITIONAL RESOURCES

REPORT

Unlock the power of AI.

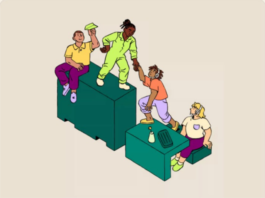
ARTICLE

Best practices for using Zendesk Advanced AI.



ARTICLE

Improve customer trust when you use AI.



NEWS

Next at Zendesk: Gen AI, security, and AI for employee experience

GET STARTED

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- Voice
- Community forums
- Reporting and analytics
- Workforce management
- Quality assurance

- Training
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- Customer stories
- What is CRM?
- CRM software guide

- Careers
- Diversity and inclusion
- Accessibility Plan
- Zendesk Foundation
- Legal

- Sustainability report
- Join our research panel
- Customer service software
- Ticketing system software
- Live chat software
- Forum software
- Help desk software

How can we help? Contact us.

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