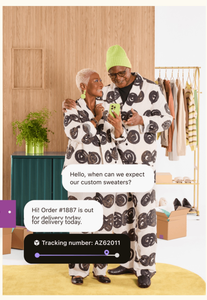
AI-POWERED BOTS

No bot compares to AI agents

Zendesk AI agents have a knack for the customer experience and know how to solve all sorts of interactions—even the most complex. They work well with human agents and deliver on the promise of instant, personalized service.

Contact Sales | Watch demo



BENEFITS

Bots that make service look easy

Offer nonstop service

Rest easy knowing AI agents provide instant support to your customers anytime, anywhere—shrinking ticket queues.

Assemble with ease

Eliminate high ticket volume instantly. AI agents are adaptable and easy to set up, so you spend less time being a puppet master.

Impress customers

Boost CSAT in record time. AI agents are intuitive and deepen their understanding to make interactions even better.

Enrich your people

Let your human agents focus on nurturing customer relationships and more critical interactions, while AI agents are at work.

Ultimate

NEW ACQUISITION

Ultimate joins Zendesk

Together, we will deliver the most advanced AI agents in the industry.

Learn more

FEATURES

Autonomy built into every action

Know what customers want

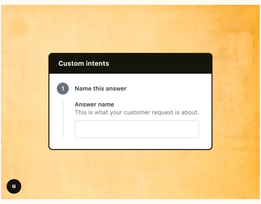
AI agents automatically detect what customers want and how they feel and respond like your human agents would. They even identify and surface topics to automate based on your customer data.

Provide instant, accurate replies

Control big conversations

Execute tasks from start to finish

Surface actionable insights



TESTIMONIALS

MOTEL

50% Reduction in ticket volume

43% Increase in automated resolutions

"Quick solutions–like answers given by AI agents–help free up our agents to spend more time with customers that need tailored help for more in-depth queries."

Lucy Hussey
Customer Service Manager

Read customer story

MOTEL | photobucket | rhythm

Frequently asked questions

How can I get Zendesk AI agents?

Zendesk AI agents are available to all Zendesk customers on Support and Suite plans.

What AI models power Zendesk AI agents?

What channels can I use Zendesk AI agents on?

How many languages can Zendesk AI agents support?

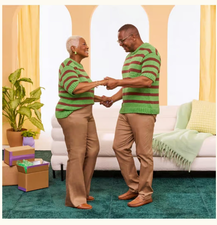
RESOURCES

GUIDE
Have better conversations with AI agents

NEWS
Unlock the latest innovations for Zendesk AI

ARTICLE
Getting started with AI agents

ARTICLE
Secure applications for your AI agents



GET STARTED

Try Zendesk for free

Contact Sales

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