

zendesk

Zendesk Suite Professional

Work even better together. Get deeper collaboration, routing, and analytics.



Collaboration to solve problems faster

70% of customers expect companies to collaborate on their behalf, so Suite Professional gives agents the ability to communicate with people both internally and externally without having to provide them with access to Zendesk Support.

Right tickets to the right agents

68% of customers are annoyed when they're transferred between departments, so it's crucial to make sure they're routed properly. Our skills based routing ensures the right tickets go to the right agents everytime.

Turn insights into action

Companies using Data & Analytics handle 3.4x as many tickets and have customers that spend half as long waiting - which is why Suite Professional takes a big step up in terms of Analytics. Create customizable and shareable dashboards to easily see key efficiency metrics so you'll know exactly what your business needs to do to improve availability, optimize routing workflows, and reduce customer wait times.

Who we made Suite Professional for:

- This package is for service organizations that have already nailed the basics, have taken positive steps to building out a strong self-service model, and are looking to optimize their support to take their operations to the next level.
- What separates Suite Professional from Suite Growth are the capabilities around internal efficiency and communication. As organizations continue to grow, the number of moving parts multiply, and it's easier for things to get confusing and chaotic.
- It comes fully loaded with functionality that allows agents to communicate both internally and externally with people who don't have a Zendesk account.
- And if that agent finds the customer needs to speak with a more specialized agent, Suite Professional's robust routing capabilities ensure they're sent to the right department every single time.

"We never have issues with Zendesk. It's a tool that's doing its job and allowing us to do our work. It works well in the background. At other companies where I've worked with a service desk tool, the tool becomes a pain point—the system stands in the way of getting your work done. Zendesk allows our team to process a high workload."

Hadleigh Lynn
Global Desktop Support Lead



#1 in Digital Customer Service Use Case by

Gartner



How does Suite Professional compare to our other packages?

For more details, check out our [pricing page](#).

	Suite Growth	Suite Professional	Suite Enterprise
Annual Subscription Term (per agent per month)	\$79 / £65 / €79	\$99 / £79 / €99	\$150 / £120 / €150
Monthly Subscription Term (per agent per month)	\$99 / £79 / €99	\$125 / £99 / €125	\$199 / £159 / €199
Industry Leading Ticketing System	✓	✓	✓
Messaging across web, mobile, social	✓	✓	✓
Email, voice, SMS, and live-chat support	✓	✓	✓
Help centers	Up to 5	Up to 5	Up to 300
Unified Agent Workspace	✓	✓	✓
Robust omni channel reporting	✓	✓	✓
Workflows & Automations	✓ + additional options	✓ + additional options	✓ + additional options
AI powered automated answers	100	500	1,000
Self Service customer portal	✓	✓	✓
AI-powered knowledge management	✓	✓	✓
Conversation Routing based on agent skill		✓	✓
Integrated Community Forums		✓	✓
Customizable and shareable Analytics dashboards		✓	✓
Real-time Analytics			✓
HIPAA compliance		✓	✓
Custom Agent Roles & Permissions			✓
Sandbox environment for change management			✓
AWS Events Connector	✓	✓	✓
Data Storage	100 MB/agent	100 MB/agent	200 MB/agent
File Storage	5 GB/agent	5 GB/agent	10 GB/agent
Custom Objects	Up to 100K records	Up to 250k records	Up to 1M records
External Events	Up to 150K/month	Up to 350K/month	Up to 750K/month