

ZENDESK FOR IT

POWERFUL SOLUTION FOR SIMPLIFIED ITSM

Spend less time on complicated tools and put your focus where it counts. Zendesk's easy to use IT support software has best-practice customer support workflows in place, right out of the box. It's reliable software with no lengthy upgrades, no security issues, and no expensive hardware.

MANAGE INCIDENTS AND SERVICE REQUESTS

- **Zendesk's intuitive interface** keeps your IT team on top of incidents and in touch with users.
- **Reduce response time and increase efficiency** with action- and time-based alerts to stay ahead of service level targets.
- **Easy linking of incident and problem tickets** allows for resolution tracking and root cause analysis so you can minimize downtime and stay productive.

PORTABILITY AND ACCESSIBILITY

- **Support your users anytime, anywhere** through multiple channels like email, web, phone, chat, and corporate social media.
- **Your users can log in, check the status of their tickets** and search the knowledge base through the online user portal.
- **Our native mobile apps**—available for iPhone, iPad, BlackBerry, Android, Windows Phone, and Kindle Fire—give you full ticket management capabilities wherever you are.

STREAMLINED CHANGE APPROVAL

- **Avoid change management backlogs** with a customized workflow that you can create in minutes.
- **Specify conditions and generate automatic notifications** with instructions for next steps to reduce risk and unplanned downtime.
- **Know what's coming** by organizing views of your planned changes so you're never caught by surprise.

USE KNOWLEDGE ALREADY AT HAND TO RESOLVE ISSUES QUICKLY

- **Build your Zendesk knowledge base** with the click of a button using our ticket-to-article feature.
- **Increase self-service by publishing FAQs** and how-tos and keep your user base informed through forum announcements.
- **Enabling community discussions will deflect tickets** and allow you to reuse the knowledge your IT team and users already have.

METRICS THAT MATTER

- **Zendesk's pre-built reports provide key metrics** like time to restore and first response time, so you can visualize your IT team's productivity and performance.
- **Create your own custom reports to identify trends** and monitor knowledge base activity with advanced forum analytics.

GET STARTED

Learn more at zendesk.com/it and sign up for a free trial

"My job is to make the customer productive. So, their productivity relies on my team responding quickly when they have an issue. Zendesk allows us to track, analyze, monitor, and report on issues and then make decisions that not only resolves the issue, but helps us continuously improve."

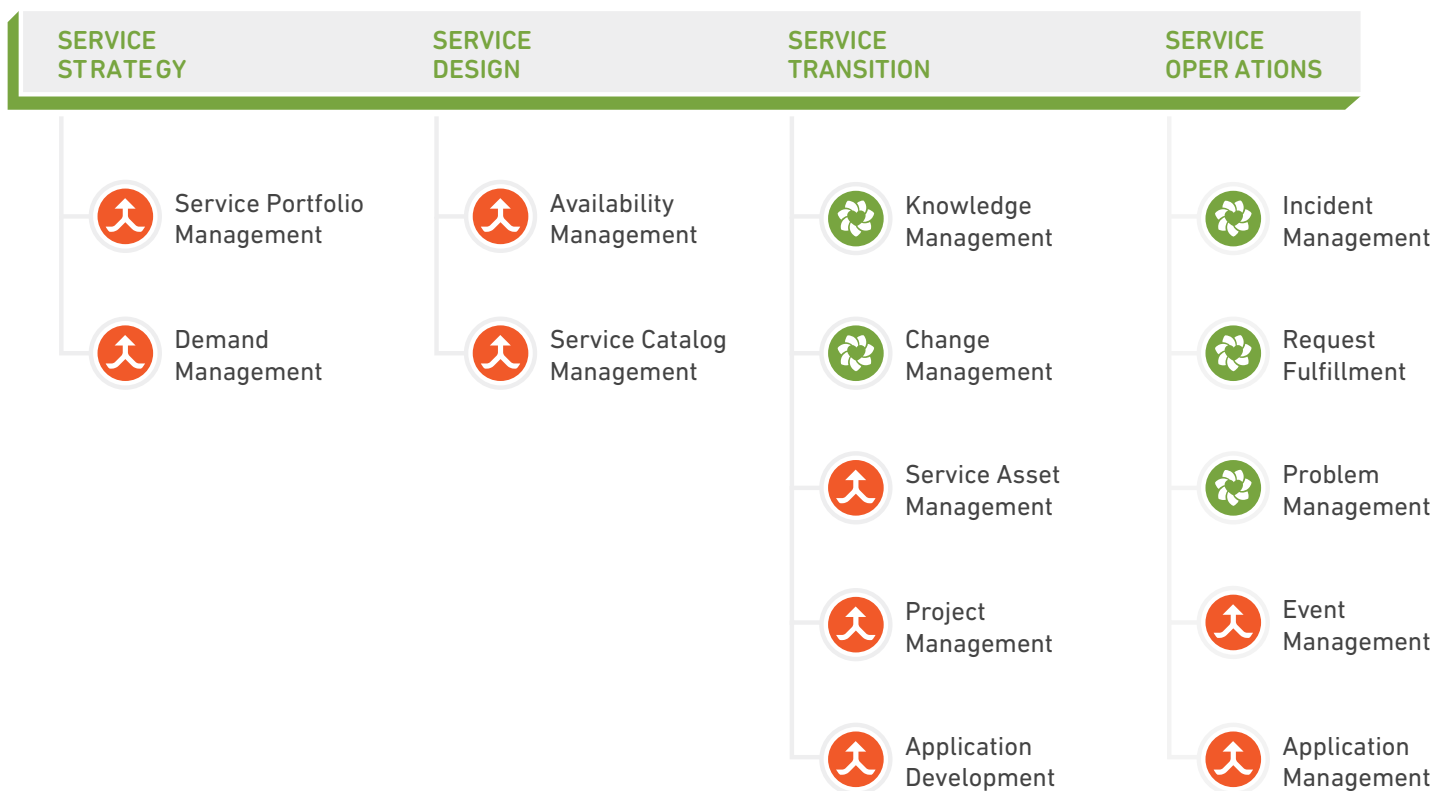
—JBS

- **Capture user satisfaction in one simple click.** See how your team rates against industry peers with our unique benchmarking metrics. (On average, Zendesk IT customers have a 94.4% satisfaction rating.)

GROW THE CAPABILITIES OF YOUR ZENDESK AS YOUR ITSM PROCESSES MATURE

- **Pay only for what you need, when you need it.** Zendesk integrates with a wide range of best-in-class solutions for asset management, bug tracking, identity and access management and SSO, like Panorama9, GoToManage, JIRA, Okta, SAManage and OneLogin, as well as over 100 others.
- **Our robust API allows you to integrate** with virtually any other web-based application or back-end system, too.

For a simpler approach to service management, see how Zendesk fits within ITIL.



ZENDESK



INTEGRATIONS

panorama9



INNOTAS



samanage

GoToAssist

ABOUT ZENDESK

Zendesk is the leading customer service software. Loved by customers like University of Michigan, Sears and OpenTable for its ease of use and elegance, Zendesk is the fastest way to delivering great customer support.