Zendesk Efficiency Review

The low-effort, high-value way to increase customer service efficiency.

Identify ways to save time & money

Underlying inefficiencies in your CX processes and Zendesk software often go undetected. We'll help you identify new ways (like integrating a chatbot, improving deflecting and routing processes, or implementing customer self-service) to save you valuable time and money.

Gain visibility and control

Visibility and control are the key to driving CX efficiency. We'll ensure you're recording critical data that can be used to make important departmental decisions—like when to hire new agents. Plus, we'll recommend workflow rules and automations so that your tickets are addressed in the optimal order and work is correctly balanced between your agents.

Understand the impact of AI chatbots

Companies that utilize AI chatbots have the most efficient customer support processes. Our experts will review your support ticket history and tell you approximately how many service requests youcould be deflecting (and how many resources you could be saving) by utilizing an AI chatbot.

Turn agents into revenue generators

Does your organization view customer service as a cost center? It's time to flip the script. During your efficiency review, our team will create a training plan for your agents and share best practices to help them generate more revenue through upselling and cross-selling techniques.

Improve internal HR and IT processes

All of your employees count on internal teams like IT and HR to address employee requests as quickly as possible. We'll take a look at how you are (or are not) using Zendesk to improve employee request resolution times, streamline HR & IT processes, and standardize internal service delivery. Then, we'll set you on the path to improvement.

Sign up for your review today →