

		Customer Price	
		USD	
Product Name	Pricing Model	Annual List	Monthly List
Zendesk Suite (Launched Feb 1, 2021)			
Zendesk Suite - Team	Per Agent	\$55.00	\$69.00
Zendesk Suite - Growth	Per Agent	\$89.00	\$115.00
Zendesk Suite - Professional	Per Agent	\$115.00	\$149.00
Zendesk Suite - Enterprise	Per Agent	\$169.00	\$219.00
Zendesk Suite - Enterprise Plus	Per Agent	\$249.00	N/A
Copilot Bundles			
Zendesk Suite Professional + Copilot	Per Agent	\$155.00	
Zendesk Suite Enterprise + Copilot	Per Agent	\$209.00	
Employee Service Suite (Launched Feb 12, 2025)			
Employee Service Suite - Team	Per Agent	\$29.00	\$39.00
Employee Service Suite - Growth	Per Agent	\$59.00	\$79.00
Employee Service Suite - Professional	Per Agent	\$115.00	\$149.00
Employee Service Suite - Enterprise	Per Agent	\$169.00	\$219.00
Support: Add Ons			
Sandbox - 15% of LIST ARR. Floor prices listed	Flat Fee Pricing	\$500.00	\$650.00
Support: Advanced Compliance	Per Unit Pricing	\$30.00	\$39.00
Support: Enhanced Disaster Recovery	Per Unit Pricing	\$30.00	\$39.00
Support: More Storage	Per Unit Pricing	\$60.00	\$78.00
Support: Collaboration	Per Unit Pricing	\$30.00	\$39.00
Support: Customer Lists	Per Unit Pricing	\$30.00	\$39.00
Support: High Volume API	Per Unit Pricing	\$30.00	\$39.00
Support: Productivity Pack	Per Unit Pricing	\$30.00	\$39.00
Support: Multibrand (Unlimited Brands)	Per Unit Pricing	\$48.00	\$63.00
Support: Data Center Location (EU)	Per Unit Pricing	\$48.00	\$63.00
Support: Data Center Location (US)	Per Unit Pricing	\$48.00	\$63.00
Support: Social Messaging	Per Unit Pricing	\$6.00	\$8.00
Support: WhatsApp Phone Number	Per Unit Pricing	\$84.00	\$110.00
Copilot (formerly: Advanced AI)	Per Unit Pricing	\$50.00	\$50.00
Advanced Data Protection and Privacy (ADPP)	Per Unit Pricing	\$50.00	\$65.00
AI Agents Essential (Formerly Automated Resolutions)			
1-100 Volume Band Pack	Per Resolution Pricing	\$1.50	\$1.50
101-1,000 Volume Band Pack	Per Resolution Pricing	\$1.30	\$1.30
1,001-5,000 Volume Band Pack	Per Resolution Pricing	\$1.10	\$1.10
5,000+ Volume Band Pack	Per Resolution Pricing	\$1.00	\$1.00
Overage	Per Resolution Pricing	\$2.00	\$2.00
Sunshine Conversations			
Sunshine Conversations Premier	Flat Fee Pricing	\$5,000.00	\$6,000.00
Sunshine Conversations Premier Enterprise	Flat Fee Pricing	\$25,000.00	\$30,000.00
Sunshine Conversations 25,000 Notification Pack	Per Unit Pricing	\$50.00	\$65.00
Sunshine Conversations 2,500 MAU Pack	Per Unit Pricing	\$50.00	\$65.00
WEM/WFM and QA [1]			
Zendesk WFM	Per Unit Pricing	\$25.00	\$35.00
Zendesk QA	Per Unit Pricing	\$35.00	\$45.00
Zendesk WEM (QA & WFM)	Per Unit Pricing	\$50.00	\$65.00
AI Agents Advanced (Formerly Ultimate)			
Minimum AR Spend of 10K ARs	Per Resolution Pricing	\$10,000.00	\$10,000.00
Answer Bot			
AnswerBot for Suite Team	Included Volume	1,000	Included in Suite
AnswerBot for Suite Growth	Price	1,000	Included in Suite

		Customer Price	
		USD	
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AnswerBot for Suite Professional		1,000 Included in Suite	
AnswerBot for Suite Enterprise		1,000 Included in Suite	
AnswerBot for Suite Enterprise Plus		10,000 Included in Suite	
AnswerBot Overage		500	\$75.00 \$75.00
Generative Search			
Generative Search Add On - Units of 50K searches	Per Unit Per Month		\$500.00 \$650.00
AI Expert Access - Mandatory purchase with AI Agents Advanced			
Pro	Per Unit		\$34,000.00 \$2,833.33
Plus	Per Unit		\$18,000.00 \$1,500.00
Lite	Per Unit		\$9,000.00 \$750.00
Contact Center			
Contact Center	Per Unit		\$50.00 \$65.00
		Customer List Price	
Services	Pricing Model	Annual List	Monthly List
Svcs: Custom Monthly Services - Fixed Fee	Per Unit Pricing		\$1.00
Svcs: Custom Monthly Services - Milestone	Per Unit Pricing		\$1.00
Svcs: Custom Services - Fixed Fee	Per Unit Pricing		\$1.00
Svcs: Custom Services - Managed Services	Per Unit Pricing		\$1.00
Svcs: Custom Services - Milestone	Per Unit Pricing		\$1.00
Svcs: Custom Services - T&M Hourly (India)	Per Unit Pricing		\$170.00
Svcs: Custom Services - T&M Hourly (Professional Services)	Per Unit Pricing		\$225.00
Svcs: Enterprise Launch Package	Per Unit Pricing		\$30,000.00
Svcs: Growth Launch Package	Per Unit Pricing		\$5,000.00
Svcs: Optimization Services T&M	Per Unit Pricing		\$1.00
Svcs: Professional Launch Package	Per Unit Pricing		\$12,000.00
Custom Services - Recurring	Flat Fee Pricing		\$1.00
Admin Assist (Formerly: Zendesk Assist - Core)	Flat Fee Pricing		\$5,750.00
Technical Assist	Flat Fee Pricing		\$5,750.00
Developer Add-On	Flat Fee Pricing		\$1,000.00
Zendesk Assist - Lite (No longer sold to NB)	Flat Fee Pricing		\$2,500.00
Premier Access	Flat Fee Pricing	Price reflected as 15% cost to the customer's subscription	\$415.00
Premier Plus	Flat Fee Pricing	Price reflected as 20% cost to the customer's subscription	\$2,500.00
Premier Enterprise	Flat Fee Pricing	Price reflected as 25% cost to the customer's subscription	\$7,500.00
WEM Bundle Launch	Per Unit Pricing		\$11,000.00
WFM Launch Package	Per Unit Pricing		\$6,000.00
QA Launch Package	Per Unit Pricing		\$5,000.00
AI Expert Lite	Flat Fee Pricing		\$9,000.00
AI Expert Plus	Flat Fee Pricing		\$18,000.00
AI Expert Pro	Flat Fee Pricing		\$34,000.00
AI Readiness	Per Unit Pricing		\$4,750.00
AI Optimization Express	Per Unit Pricing		\$9,000.00
AI Optimization Elevate	Per Unit Pricing		\$18,000.00
A la carte products: SOLD TO NB IN EXCEPTION CASES ONLY			
Support			
Support Essential	Per Agent		\$6.00 \$11.00
Support Team	Per Agent		\$19.00 \$25.00
Support Professional	Per Agent		\$55.00 \$69.00
Support Enterprise (Model 4)	Per Agent		\$115.00 \$149.00
Legacy Suite (not sold to NB)			
Support Suite - Professional	Per Unit Pricing		\$109.00 \$139.00
Support Suite - Enterprise	Per Unit Pricing		\$169.00 \$219.00
Chat			
Chat Team	Per Unit Pricing		\$17.00 \$23.00
Chat Professional	Per Unit Pricing		\$35.00 \$46.00
Chat Enterprise	Per Unit Pricing		\$71.00 \$93.00
Explore			

		Customer Price								
		USD								
Product Name	Pricing Model	Annual List	Monthly List							
Explore Professional	Per Unit Pricing		\$11.00	\$15.00						
Explore Enterprise	Per Unit Pricing		\$35.00	\$46.00						
Guide										
Guide Professional	Per Unit Pricing		\$18.00	\$24.00						
Guide Enterprise	Per Unit Pricing		\$35.00	\$46.00						
Gather										
Gather Professional	Per Unit Pricing		\$11.00	\$15.00						
Talk										
Talk Team	Per Unit Pricing		\$23.00	\$30.00						
Talk Professional	Per Unit Pricing		\$59.00	\$77.00						
Talk Enterprise	Per Unit Pricing		\$107.00	\$140.00						
Talk: Partner Edition	Per Unit Pricing		\$11.00	\$15.00						
Sell (No longer sold to NB)										
Zendesk Sell Team	Per Unit Pricing		\$19.00	\$25.00						
Zendesk Sell Growth	Per Unit Pricing		\$55.00	\$69.00						
Zendesk Sell Professional	Per Unit Pricing		\$115.00	\$149.00						
Zendesk Sell Enterprise	Per Unit Pricing		\$169.00	\$219.00						
Sell Voice	Volume Pricing		\$1.00	\$1.00						
Reach Basic	Per Unit Pricing		\$33.00	\$43.00						
Reach Standard	Per Unit Pricing		\$76.00	\$99.00						
Reach Advanced	Per Unit Pricing		\$98.00	\$128.00						
Sunshine (No longer sold to NB)										
Sunshine Lite	Per Unit Pricing		\$0.00	\$0.00						
Sunshine Professional	Per Unit Pricing		\$23.00	\$30.00						
Sunshine Enterprise	Per Unit Pricing		\$71.00	\$93.00						

[1] Prices based on wall-to-wall pricing