

MANAGED SERVICES PACKAGES

ZENDESK
SERVICES



SATRDÉ
CX | EX Solutions

**OPTIMIZING ORGANIZATIONS
THROUGH PEOPLE & PROCESS**

MANAGED SERVICES

SATRDÉ offers managed services bundles for Zendesk. We are ready to help when you don't have the time or resources to make necessary changes in your Zendesk instance.

Services included:

- Guide Content Creation
- Triggers and Automations Creation
- Channel setup for Support, Guide, Talk and Chat
- Explore Report Creation
- Dashboard Creation
- Roles and Permissions for Agents
- Agent Groups
- General Optimization Services using best practices



Manage Lite

Price: \$2,500*

Time: 10 hours per month

Delivery: Virtual online meetings weekly.

Included: Certified Zendesk Support Admin, project plan and dashboard.

DEAL

Manage Pro

Price: \$3,375*

Time: 15 hours per month

Delivery: Virtual online meetings weekly.

Included: Certified Zendesk Support Admin, project plan and dashboard.

*Discounts offered for annual retainer plans. Custom packages are also available.