

OPTIMIZATION PACKAGES

ZENDESK
SERVICES

SATRDÉ
CX | EX Solutions

**OPTIMIZING ORGANIZATIONS
THROUGH PEOPLE & PROCESS**

OPTIMIZATION SERVICES

SATRDÉ optimizes Zendesk with a thorough review of your use of channels, existing triggers, automations, and workflow processes. We then suggest and assist in implementing these changes so that you experience the greatest return on your investment.



Assess

Free Assessment - Identify pain points and optimized solutions

Design

Whiteboard sessions to outline process flows and changes needed to optimize

Implement

Assessment will provide time estimates based on recommended solutions.

Optimize Lite

Price: \$7,500*

Timeline: up to 3 weeks, appx. 30 hours.

Delivery: Virtual Online Meetings

Included: Free Assessment, Certified Zendesk Support Admin and Solution Architect to manage project and implement changes, Whiteboarding sessions, Technical and Configuration Guidance.

DEAL

Optimize Pro

Price: \$15,500*

Timeline: up to 6 weeks, appx. 60 hours.

Delivery: Virtual Online Meetings

Included: Everything in Optimize Lite plus: Configuration Workbook with Functional Design Document.

*Prices start at (may vary depending on number of channels and other factors identified in assessment)