

TRAINING PACKAGES

ZENDESK
SERVICES

SATRDÉ
CX | EX Solutions

**OPTIMIZING ORGANIZATIONS
THROUGH PEOPLE & PROCESS**

TRAINING PACKAGES

SATRDÉ offers Zendesk training for admins and agents. Training includes instruction on how to best utilize the tools inside your customized Zendesk instance to deliver seamless customer experiences.



Details:

- **Admins** - Your admins will learn how to manage your instance of Zendesk utilizing industry best practices. Includes training on triggers, view, macros, automations and user management. *(Advanced Package only)*
- **Agents** - Your agents will learn the skills necessary to use Support, Chat, Talk, and/or Guide based on your customized Zendesk instance.

Starter Package

Price: \$2,500*

Timeline: 4 hours

People: Up to 15 agents

Delivery: Virtual live classroom

Included: Certified Zendesk Support Admin Trainer

DEAL

Advanced Package

Price: \$4,500*

Timeline: 1 Day

People: Up to 25 agents (includes admin training)

Delivery: Virtual live classroom

Included: Certified Zendesk Support Admin Trainer, Customized Digital Zendesk Agent Training Guide, Recording of Live Training.

*Prices start at (may vary depending on number of channels)