

CapVentis



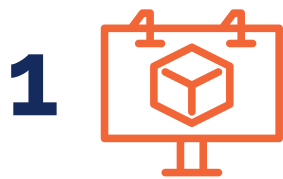
Premier
Partner

Zendesk Support
Healthcheck Package

Healthcheck Package

Make sure you are getting the most of your Zendesk investment with a Healthcheck. We will audit the current health of your customer support process and identify areas where you can optimise your instance.

We propose a two days workshop with two consultants, experts in both Zendesk implementation and optimisation to maximise the value of your investment. This workshop will cover the following:



Review Business Needs

Understand your business goals, as well as how your organisation interacts with customers using the Capventis Blueprint methodology



Deep dive of Zendesk Usage

Uncover how your organisation uses Zendesk, which processes it covers, what features and functionalities are in use, and any pain points there might be



Recommendations

Discuss our enhancement recommendations and agree on the next steps to deliver the most business value from your Zendesk instance



Implementation or Optimisation

After supplying our recommendations, we can propose a phased rollout of these suggestions in order to help you maximise your return on your Zendesk investment

About Capventis



Track Record of success with 20+ years' experience and over 1000 CRM/CX projects delivered



Works with you to understand your business and design a solution



Experts at integration



Helps you deliver a differentiated customer experience



Support available at all stages of implementation, deployment and post launch



Makes it easy for your team to improve employee efficiency and satisfaction

Capventis has worked with some of the world's largest brands in delivering integrated solutions around Analytics, Customer Engagement and eXperience Management.



"Capventis has been a valuable partner during a phase of hyper growth in our company. Their assistance with our scalability from a Customer Support perspective has driven our satisfaction scores and reaction times to new heights. Their knowledge on Zendesk and CX in general is second to none - I would recommend them without hesitation."

David Ramsey, Head of Customer Support, Phorest

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