



zendesk chat

# Enterprise Plan

## What is Zendesk Chat?

Zendesk's award winning live chat solution lets you provide customers with real-time support—being there for your customers means having a distinct sales edge over the competition.

## Why Zendesk Chat Enterprise?

Chat's Enterprise plan is designed to help you deliver exceptional customer service while growing your business. This means support team managers will have greater insight and control over their operations so they can remain efficient at scale.

The Enterprise plan will also extend support hours to cover every day of the year (24/7), ensuring your success at every step.

Sign up for a free 14 day trial at

[www.zendesk.com/chat](http://www.zendesk.com/chat).

Contact [sales@zendesk.com](mailto:sales@zendesk.com) for more info.

### ENTERPRISE

\$59

per agent/month  
with annual billing

\$70

per agent/per month  
with monthly billing

### THEY STARTED OFF WITH FREE TRIALS, TOO

Tens of thousands of businesses worldwide are already using Zendesk Chat.



**Workforce management:** With sophisticated workforce management features, Zendesk helps set your team up for success.

- Skills-based routing: By automatically pairing customers with the right agent, you can reduce response times and increase customer satisfaction.
- Roles and permissions: Specify granular permissions for agents, and control what they have access to in Chat.

**Scalable:** No matter where you're headed, Zendesk is flexible enough to accommodate your changing needs.

- Real-time monitor: Keep an eye on your support team and ensure they aren't overwhelmed
- IP access restriction: Prevent unauthorized access to the agent dashboard
- High load dashboard: Smoother experience during peak periods

**Customizable:** Customize the chat widget to deliver a better customer experience.

- Web SDK: Build a fully customized end-user facing chat widget to offer visitors a unique and consistent experience.
- Widget unbranding: Create a more professional chatting experience by removing the Zendesk Chat branding.
- REST API: Build custom integrations as well as export chat, agent, and visitor data into third party tools, using our REST API.

**Multi-channel:** Chat is built to fit into your existing workflow.

Seamlessly integrate it with the tools and services you already use.

- Message: Extend live support to popular messaging channels like Facebook Messenger, Twitter Direct Message, and LINE.
- Integrate with Zendesk Support to provide seamless support across email, phone, and chat.

