



Premier Plans

Increased coverage, response time guarantees, ongoing monitoring, and 24/7 support.



Because you rely on Zendesk to run your business better, we understand the importance of meeting your unique business needs and setting up your team for continued success.

Your customer's expectations are higher than ever, making Zendesk one of the most important investments in your tech stack. Let us provide you with the VIP support experience that our Premier Plans offer, which will continue to improve your bottom line by putting you and your customers at the top.

Everyone who buys a Premier Plan receives:



24/7 prioritized support

This is your golden ticket to the front of the line. Receive global coverage, with direct access to Zendesk experts online.



99.9% product uptime

Here is your insurance for when something goes wrong. Our guarantee of 99.9% service availability is backed up by service credits for any lapses.



1 hour response times

Get faster updates when it matters. Receive 30/60 minute first reply and continual reply cadence for issues that impact your business.

"We definitely see Zendesk as more than a piece of software. I've never seen, in my course of business, the amount of focus on relationships—and not just on relationships that have a selling tone, but really on customers as a community."



Roy Sunstrum,
Advisor to the COO,
Shopify

"Zendesk [Premier] helped us quickly regain control when ticket volumes skyrocketed, whether it was understanding what was going on so that we could take proactive steps to bring those volumes down or managing requests to reduce the number of unprocessed tickets, "



Steven Franklin,
Global Head of Customer
Service, Siemens

Industry leaders
rely on Premier to
run their business

GitHub

GROUPON

IMPOSSIBLE™

NU

SIEMENS

shopify

SMC

TESCO

vimeo

There is a Premier Plan that is right for you

		Essentials	Support	Enterprise
24/7 support		✓	✓	✓
Global coverage		✓	✓	✓
Priority routing		✓	✓	✓
99.9% service availability		✓	✓	✓
Response time guarantees: 30 mins for Critical; 1 hr for Major and ongoing cadence		✓	✓	✓
Digital access to advocacy		✓	✓	✓
Phone and email access to advocacy			✓	✓
Designated Premier Support Engineer (PSE)	Ongoing performance monitoring and proactive engagement		✓	✓
	Comprehensive documentation for faster diagnosis & troubleshooting and to inform future configurations and integrations		✓	✓
	Scheduled monthly health checks with associated report		✓	✓
	Key event management , to plan and deliver peak volume events		✓	✓
Designated Technical Account Manager (TAM)	Develop and maintain your CX technical roadmap , inclusive of your broader CX strategy and architecture			✓
	SME that diagnoses challenges and proposes solutions in accordance to your CX objectives and industry best practices			✓
	Trusted advisor with influence in the direct-to-product team feedback loop			✓
Credentialing	Up to 10 Zendesk certifications annually			✓

To learn more about how Zendesk Premier Plans can help drive value for your business, please reach out to your account team.