ZenDesk Help Desk Ticketing System

Definition

ZenDesk is a Help Desk Ticketing System currently being evaluated by UMassOnline Technology Team.

Stakeholders

BO: Patrick Masson
PO: Kevin O'Brien
TO: Kevin O'Brien **Others:** UMassOnline Technology Team

Current Status

ZenDesk is currently being evaluated as a potential Internal Help Desk Ticketing System for the UMassOnline Technology Team.

Background

Alexander, Morten, and Mikkel created Zendesk, working part-time evenings and weekends from Alexander's small loft in Copenhagen, Denmark. Zendesk had quite a few interesting names, including "Thank You Machine," before it officially launched in Fall 2007.

More than 50 creative, passionate staff make Zendesk in San Francisco. The team includes an eclectic mix of talent and entrepreneurship with backgrounds from Google, Microsoft, Symantec, and more. After a recent company picnic, the team has agreed that software is much safer than soccer.

Companies like Rackspace (USA), John Lewis (UK), Lonely Planet (Australia), New Zealand Post, and Boxee (Israel), and more use Zendesk to support their thriving user bases. Do you?

Our goal is to fully democratize the "help desk," making it possible for any company small or large to provide superior customer service while also empowering their customers.

Community

ZenDesk has a wide user community who provide support to each other. The company often posts to their blog and provides users to opportunity to contribute to their KB via tickets and forums.

Licensing*

UMassOnline would hold the license for this system. Pricing is reflected in the chart below:

Users	Monthly	Yearly
6	$354	$3528
10	$590	$5880
25	$1475	$14700
50	$2950	$29400

These prices are based on the "Plus" Plan. Prices start at $59/month (if paid monthly, per agent), or $49/month (with yearly payment, per agent). For more information on pricing, click here.

*UMassOnline may also qualify for a 40% discount with ZenDesk, reducing the price greatly.

Resources

UMassOnline is currently reviewing several other potential solutions. Please see this page for more information.

Support

Support for this platform on a grand scale would come from ZenDesk (as they would be hosting the product, and system level issues would be reported to them). Support of the deployed environment, including (but not limited to) account creation, Group management, Issue tracking, reporting, etc., would be provided by UMassOnline.

Training

Training for ZenDesk would be based on web tutorials, forums, videos and other community driven contacts for the system. There is no official training available for this product.