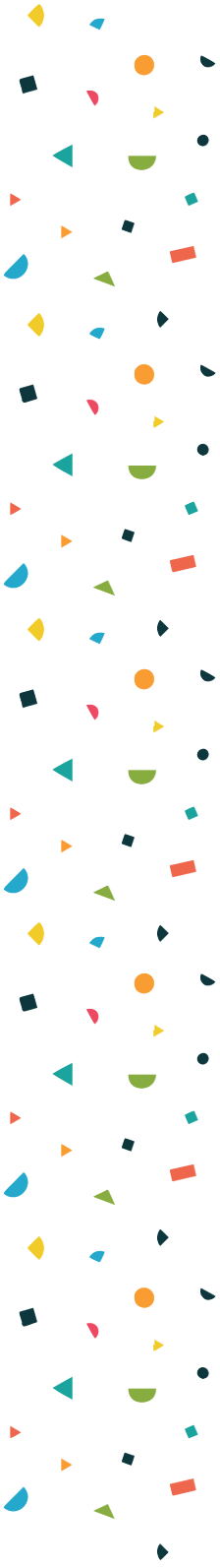
zendesk Launch Guide

search zendesk | system status | API tools | zendesk glossary | contact support | training



Get Started with Zendesk

- Add groups — article
- Create and edit user roles* — article
- Create business schedule(s) — article
- Create user fields — article, video
- Add agents — article, video

Create Your Brand

- Create brand(s) — article, video
- Add support address(es) — article
- Create custom ticket fields — article, video, best practices
- Create and edit ticket forms* — article, video
- Create organization fields — article, video
- Import organizations — article
- Create zendesk web widget — article, video

Customize Your Support

- Configure admin settings — article
- Configure security settings — article, best practices
- Add apps from the marketplace — article
- Setup third party integrations — article
- Configure single sign on — article

Create Your Workflow

- Create and edit triggers — article, video, best practices
- Create and edit automations — article, video
- Create SLAs — article
- Create and edit agent views — article
- Create and edit agent macros — article

Build Your Brand

- Customize your guide — article
- Create content for your guide — article, best practices
- Create a community for end users — article, best practices
- Customize your domain — article
- Add your Facebook page(s) — article, video, best practices
- Add your Twitter account(s) — article, video

Launch!

- Import end users — article
- Forward your email — article
- Embed your widget — article
- Activate your guide — article

Zendesk Add-Ons

talk

- Add talk number(s) — article
- Configure talk settings — article
- Create talk greetings — article
- Configure IVR and routing* — article, video
- Configure agent forwarding — article
- Activate talk — article

chat

- Add chat agents — article
- Create departments — article
- Configure chat settings — article, best practices
- Create chat triggers — article
- Create shortcuts — article
- Configure chat widget — article
- Activate chat analytics — article
- Activate chat monitor dashboard — article

insights

- Activate insights — article, video
- Use pre-built reports and dashboards — article
- Create custom metrics — article, video
- Create custom reports — article, video, best practices
- Create custom dashboards — article
- Create email dashboards — article

Suggested Marketplace Apps

Integrations

Salesforce

info

JIRA

info

Slack

info

Shopify

info

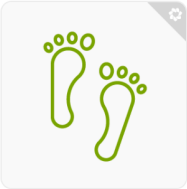
Zendesk Apps

Import2

info

Conditional Fields

info



Pathfinder

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Answer Suggestion

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Linked Ticket

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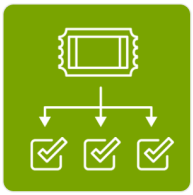

Project App

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Notification App

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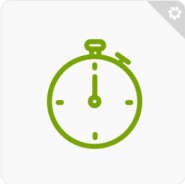
Tag Locker

info



Time Tracking

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Select an Address

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