

Zendesk Pricing

G-Cloud 14

		Monthly Price per Subscription (Monthly Commitment)	Monthly Price per Subscription by Volume Band ⁰ (Annual Commitment)						
Zendesk Suite ^{1, 4}	Unit	1+	1 - 9	10 - 19	20 - 49	50 - 99	100 - 249	250 - 499	500+
Zendesk Suite - Professional	per Agent per month	£115.00	£84.55	£81.88	£78.32	£74.76	£71.20	£64.08	£59.63
Zendesk Suite - Enterprise	per Agent per month	£179.00	£132.05	£127.88	£122.32	£116.76	£111.20	£100.08	£93.13
Zendesk Suite - Enterprise Plus	per Agent per month	N/A	£194.75	£188.60	£180.40	£172.20	£164.00	£147.60	£137.35
Zendesk Support ^{1,3}	Unit	1+	1 - 9	10 - 19	20 - 49	50 - 99	100 - 249	250 - 499	500+
Support Professional	per Agent per month	£59.00	£39.98	£36.45	£35.38	£33.98	£32.91	£31.50	£30.44
Support Enterprise	per Agent per month	£115.00	£79.07	£72.08	£69.97	£67.20	£65.09	£62.31	£60.21
Chat Team	per Agent per month	£21.00	£13.52	£11.44	£10.81	£9.99	£9.36	£8.53	£7.91
Chat Professional	per Agent per month	£42.00	£27.05	£22.88	£21.63	£19.97	£18.72	£17.06	£15.81
Chat Enterprise	per Agent per month	£85.00	£54.94	£46.48	£43.93	£40.57	£38.03	£34.66	£32.12

Talk Team	per Agent per month	£28.00	£17.23	£14.33	£13.45	£12.30	£11.42	£10.27	£9.39
Talk Professional	per Agent per month	£71.00	£44.32	£36.84	£34.60	£31.62	£29.37	£26.40	£24.15
Talk Enterprise	per Agent per month	£128.00	£80.43	£66.87	£62.79	£57.39	£53.30	£47.91	£43.83
Talk Partner Edition	per Agent per month	£15.00	£9.03	£7.51	£7.05	£6.44	£5.98	£5.38	£4.92
Guide Lite	per Agent per month	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
Guide Professional	per Agent per month	£23.00	£14.33	£12.61	£12.09	£11.40	£10.88	£10.19	£9.67
Guide Enterprise	per Agent per month	£42.00	£26.98	£23.73	£22.76	£21.46	£20.48	£19.19	£18.21
Explore Lite	per Agent per month	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
Explore Professional	per Agent per month	£15.00	£9.05	£7.83	£7.47	£6.99	£6.62	£6.14	£5.77
Explore Enterprise	per Agent per month	£42.00	£26.32	£22.79	£21.73	£20.32	£19.26	£17.86	£16.79
Sunshine Lite	per Agent per month	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
Sunshine Professional	per Agent per month	£28.00	£21.00	£16.39	£14.91	£12.94	£11.46	£9.49	£8.01
Sunshine Enterprise	per Agent per month	£85.00	£65.00	£50.75	£46.14	£40.07	£35.46	£29.39	£24.78
Gather Professional	per Agent per month	£15.00	£9.28	£8.16	£7.82	£7.38	£7.04	£6.60	£6.26
Note 0: Price eligibility depends on the quantity of Agent(s)/Employee(s) being									

contracted in the applicable instance.									
Note 1: Agent Months can be offered for applicable products, for a bundle of Agent licences which can be consumed across the contract term. Minimum Annual licence costs GBP 100k.									
Note 3: Add-ons quantities are aligned to the underlying quantities of Zendesk Suite - Enterprise, or Support Professional (for example).									
Note 4: Any renewing customers with +100 users are able to renew with an additional 5% volume discount for Enterprise renewals prior to 31/1/2027 with a minimum term of 2 committed years.									
Zendesk Bundle Pricing²	Unit	1+	1 - 9	10 - 19	20 - 49	50 - 99	100 - 249	250 - 499	500+
ELA Pricing - Enterprise Licence Agreement	per month	N/A	up to 0%	up to 0%	up to 0%	up to 0%	up to 5%	up to 5%	up to 10%
Note 2: ELA eligibility is dependant on (for example): the product(s) being included within the ELA, multi-instance and multi-year needs, and minimum Annual licence									

costs of GBP 100k. ELA costs are the SUM of the applicable product(s) and quantities herein, with additional discounting as noted.									
Messaging	Unit	Monthly Price (Monthly Commitment)	Monthly Price (Annual Commitment)						
Sunshine Conversations	Unit	1+	1+						
Sunshine Conversations 2,500 MAU Pack	per 2,500 MAU Pack	£40.00	£50.00						
Sunshine Conversations 25,000 Notification Pack	per 25,000 Notification Pack	£40.00	£50.00						
Support: WhatsApp Phone Number	per Phone Number	£101.00	£77.00						
Support: WhatsApp Messages	per Agent per month	£8.00	£6.00						
		Monthly Price per Subscription (Monthly Commitment)	Monthly Price per Subscription by Volume Band^o (Annual Commitment)						
Add-ons for Zendesk Suite and/or Zendesk Support^{1,3,4}	Unit	1+	1 - 9	10 - 19	20 - 49	50 - 99	100 - 249	250 - 499	500+
Advanced AI	per Agent per month	£53.00	£38.00	£36.80	£35.20	£33.60	£32.00	£28.80	£26.80
Advanced Data Privacy and Protection	per Agent per month	£60.00	£42.75	£41.40	£39.60	£37.80	£36.00	£32.40	£30.15

Support: Customer Lists & NPS Surveys	per Agent per month	£37.00	£26.60	£25.76	£24.64	£23.52	£22.40	£20.16	£18.76
Support: High Volume API	per Agent per month	£37.00	£26.60	£25.76	£24.64	£23.52	£22.40	£20.16	£18.76
Support: More Storage - 500 MB (Data) and 25 GB (File)	per Unit, per instance	£72.00	£52.25	£50.60	£48.40	£46.20	£44.00	£39.60	£36.85
Support: Light Agents	per Agent per month	£37.00	£26.60	£25.76	£24.64	£23.52	£22.40	£20.16	£18.76
Support: Productivity Pack	per Agent per month	£37.00	£26.60	£25.76	£24.64	£23.52	£22.40	£20.16	£18.76
Support: Collaboration	per Agent per month	£37.00	£26.60	£25.76	£24.64	£23.52	£22.40	£20.16	£18.76
Support: Multibrand (Unlimited Brands)**	per Agent per month	£58.00	£41.80	£40.48	£38.72	£36.96	£35.20	£31.68	£29.48
Support: Social Messaging	per Agent per month	£8.00	£5.70	£5.52	£5.28	£5.04	£4.80	£4.32	£4.02
Support: Data Center Location	per Agent per month	£58.00	£41.80	£40.48	£38.72	£36.96	£35.20	£31.68	£29.48
Zendesk Advanced 1	per Agent per month	£205.00	£194.75	£188.60	£180.40	£172.20	£164.00	£147.60	£137.35
Zendesk Advanced 2	per Agent per month	£205.00	£194.75	£188.60	£180.40	£172.20	£164.00	£147.60	£137.35
Zendesk Advanced 3	per Agent per month	£205.00	£194.75	£188.60	£180.40	£172.20	£164.00	£147.60	£137.35
Workforce Management									
Zendesk Workforce Management	per Agent per month	£30.00	£21.85	£21.16	£20.24	£19.32	£18.40	£16.56	£15.41
Workforce Engagement Management									

Klaus QA Growth	per Agent per month	£29.00	£20.90	£20.24	£19.36	£18.48	£17.60	£15.84	£14.74
Klaus QA AI	per Agent per month	£49.00	£35.15	£34.04	£32.56	£31.08	£29.60	£26.64	£24.79
Zendesk QA	per Agent per month	£49.00	£35.15	£34.04	£32.56	£31.08	£29.60	£26.64	£24.79
Zendesk Enterprise WEM (WFM + QA)	per Agent per month	£55.00	£39.90	£38.64	£36.96	£35.28	£33.60	£30.24	£28.14
Zendesk Employee Experience***									
Zendesk Employee Experience Plan 1	per Employee per month	£2.70	£1.90	£1.84	£1.76	£1.68	£1.60	£1.44	£1.34
Zendesk Employee Experience Plan 2	per Employee per month	£5.40	£3.80	£3.68	£3.52	£3.36	£3.20	£2.88	£2.68
Zendesk Employee Experience Plan 3	per Employee per month	£10.60	£7.60	£7.36	£7.04	£6.72	£6.40	£5.76	£5.36
Note 0: Price eligibility depends on the quantity of Agent(s)/Employee(s) being contracted in the applicable instance.									
Note 1: Agent Months can be offered for applicable products, for a bundle of Agent licences which can be consumed across the contract term. Minimum Annual licence costs GBP 100k.									

Note 3: Add-ons quantities are aligned to the underlying quantities of Zendesk Suite - Enterprise, or Support Professional (for example).									
Note 4: Any renewing customers with +100 users are able to renew with an additional 5% volume discount for renewals prior to 31/1/2027 with a minimum term of 2 committed years.									
* Note: Can only be purchased with Annual Term commitment.									
** Note: Up to a maximum of 300 Brands.									
*** Note: No less than 100 Employees.									
		Monthly Price per Subscription (Monthly Commitment)	Monthly Price per Subscription (Annual Commitment)						
Platform-based add-ons¹	Unit								
Automated Resolutions									
Automated Resolutions, Tier 1, 1-100 per month	per Resolution	£1.30	£1.30						
Automated Resolutions, Tier 2, 101-1,000 per month	per Resolution	£1.15	£1.15						

Automated Resolutions, Tier 3, 1,001-5,000 per month	per Resolution	£1.00	£1.00						
Automated Resolutions, Tier 4, 5,001+ per month	per Resolution	£0.90	£0.90						
Automated Resolutions, Overage	per Resolution	£1.75	£1.75						
Premium Sandbox									
Premium Sandbox (Metadata)	per month	£1,500.00	£1,100.00						
Premium Sandbox (Partial Copy)	per month	£4,300.00	£3,300.00						
Premium Sandbox (Production Copy)	per month	£7,200.00	£5,500.00						
Tech Partner Resell*	per month	N/A	£499,999.00						
* Note: Various Partner products can be sold via Zendesk depending on the desired solution; pricing differs per deal dependant on scope, and is applicable for the duration of the Service Order Term.									
Premier, Assist, and Professional Services Packages	Unit	Pricing	Comment						

Premier Essentials*	per month	20% of the Net price of applicable licences, no less than GBP 1,900 per Annum	Including 24/7 Prioritized Support, Ongoing Response SLOs for critical and major issues, troubleshooting 1:1 sessions for OOTB capabilities and features and 99.9% Product Uptime SLA						
Premier Support*	per month	30% of the Net price of applicable licences, no less than GBP 37,000 per Annum	As above, including designated Premier Support Engineer and supported by Premier Support team as well.						
Premier Enterprise*	per month	35% of the Net price of applicable licences, no less than GBP 149,000 per Annum	As above, including Zendesk Certifications and a Technical Account Manager (TAM) as your own						

			strategic and technical Zendesk advisor.						
Zendesk Assist - Core*	per month	£4,850.00	Includes 28 hours per month for Admin assistance and technical guidance.						
Digital Launch Package	one-time	£275.00	Including AI Readiness Package.						
Growth Launch Package	one-time	£4,500.00							
Professional Launch Package	one-time	£9,600.00							
Enterprise Launch Package	one-time	£24,000.00	Includes Enterprise Package for training (3 sessions)						
Advisory Enterprise	one-time	£20,000.00							
Optimisation Express	one-time	£7,300.00	up to 30 Agents						
Optimisation Elevate	one-time	£14,500.00	up to 50 Agents						
Svcs: Custom Services - Fixed Fee	one-time	Custom	Dependant on scope of services required.						
Custom Services - Recurring*	per month	Custom	Dependant on scope of						

			services required.						
* Note: Applicable for the duration of the Service Order Term.									
Premier subscriptions additional detail is here: https://www.zendesk.com/company/premier-customer-support-add-on-features/									
The specifications and description of Professional Services can be found here: https://www.zendesk.com/company/zendesk-description-of-professional-services-000000021									