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SERVICE DEFINITION

Zendesk

INTRODUCTION

Decillion Digital delivers the full Zendesk portfolio, providing end-to-end design, implementation, and ongoing support. We help organisations build meaningful customer relationships through self-service experiences and proactive engagement. Our services include multi-channel support, seamless marketplace integrations, and continuous optimisation to maximise agent productivity and streamline workflows.

SERVICE FEATURES

- End-to-end Zendesk design, implementation, and optimisation services.
- 24×7×365 global support delivered through web, phone, and email channels.
- Dedicated practice staffed by accredited, experienced Zendesk engineers.
- Multi-channel customer engagement across email, chat, social, and more.
- Advanced reporting, analytics, and insights to improve service performance.
- Self-Service Help Centre with a fully managed knowledge base.
- High-security environment, including SSO, encryption, and compliance controls.
- Seamless integration with telephony, SMS, and communication platforms.

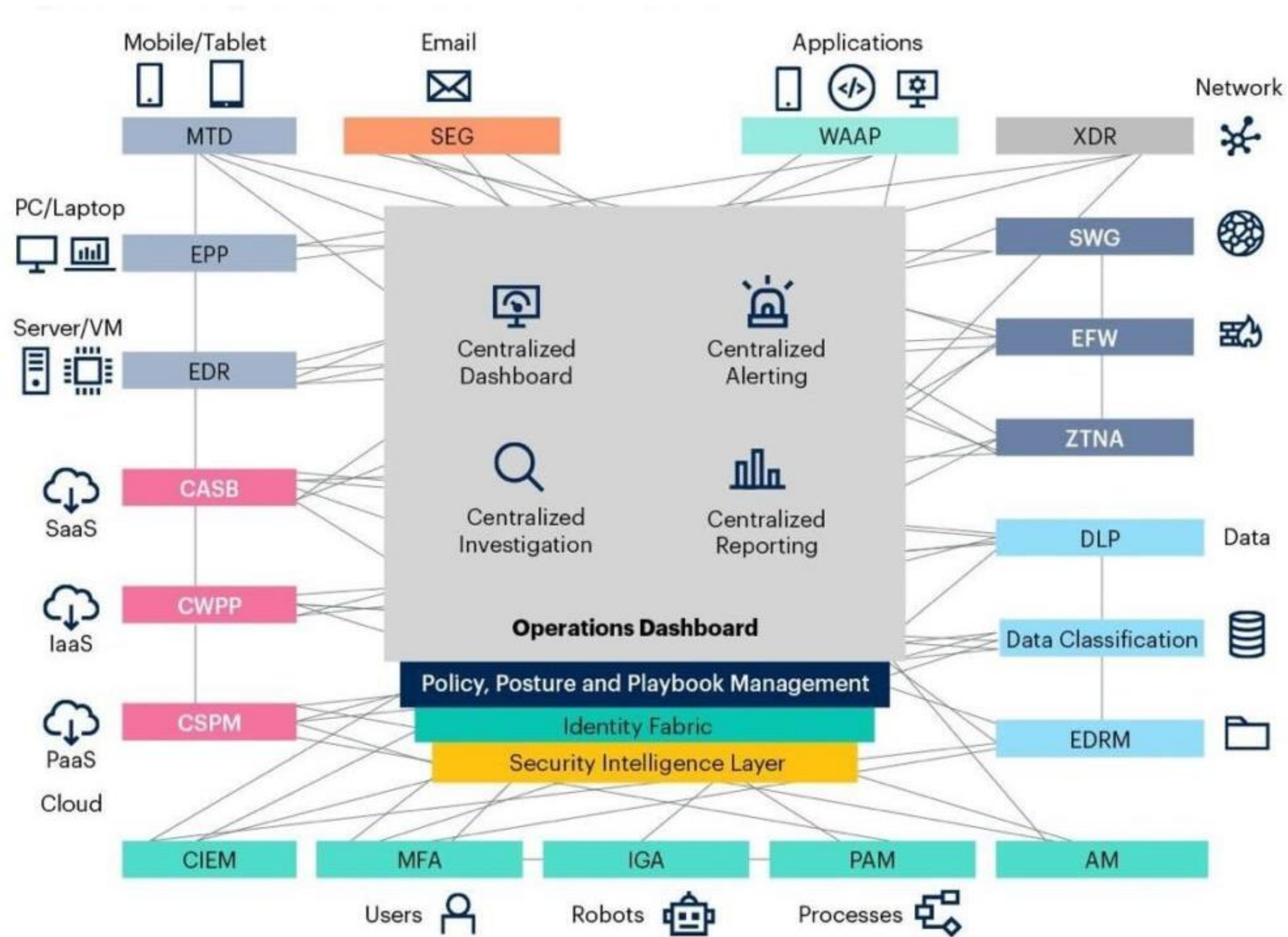


SERVICE BENEFITS

- Provide a single, dependable point of contact for all Zendesk requirements.
- Deliver round-the-clock support to protect and stabilise critical service environments.
- Offer peace of mind with assistance from accredited Zendesk specialists.
- Enable flexible options for raising and managing support tickets.
- Provide an online portal to track progress and maintain full visibility of activity.
- Improve agent efficiency with a unified, streamlined interface.
- Reduce support costs while helping drive increased sales and service performance.
- Customise and brand Zendesk to reflect your organisation's identity.
- Measure customer satisfaction effectively with integrated feedback tools.
- Simplify workflows and enhance team collaboration through intelligent automation.



SOLUTION APPROACH



ABOUT US

As a Decillion we partner in bridging technology and business innovation. With an extensive background across diverse technological verticals, we are dedicated to empowering your business through tailored digital solutions.

Our Expertise

Microsoft Dynamics	Technical Consulting	Azure DevOps	Technology Training	E-commerce Solutions
We specialize in MS Dynamics to streamline CRM and ERP systems, enhancing efficiency and productivity for businesses of all sizes.	Our expert consultants are adept at diagnosing your technical challenges and crafting strategic solutions that align with your business objectives.	We leverage Azure to improve your software development lifecycle, enabling faster deployment, reliable operations, and seamless integration of disparate systems.	Decillion Digital offers comprehensive training programs designed to upskill your team and keep them abreast of the latest technological advancements.	We create robust e-commerce platforms tailored to your specific needs, ensuring scalable, secure, and user-friendly shopping experiences.

At Decillion, we believe in the power of technology to transform businesses. Our approach combines innovative strategies with cutting-edge technologies to deliver measurable results. We are committed to providing exceptional service and building long-lasting relationships with our clients.

OUR MISSION

To enable businesses to achieve their full potential through the strategic implementation of technology.

OUR MISSION

To be a leading provider of technology solutions, known for our commitment to innovation, quality, and client satisfaction.

Explore how Decillion Digital can drive your business forward. Connect with us today to learn more about our services and how we can assist you in achieving your technological and business goals.

