

Explore the best pricing plan for your business

Section: Plans & pricing overview

Support Team

Suite Team

Suite Professional

Suite Enterprise

	Support Team	Suite Team	Most Popular Suite Professional	Suite Enterprise
	Buy now	Buy now	Buy now	Talk to Sales
Annual subscription (per agent/month)	\$19	\$55	\$115	\$169
Monthly subscription (per agent/month)	\$25	\$69	\$149	\$219
AI agents ^				
<u>Essential plan</u>	*	✓	✓	✓
<u>Advanced plan</u>	Add-on	Add-on	Add-on	Add-on
<u>AI agents for email</u>	✓	✓	✓	✓
<u>AI agents for messaging</u>	Requires messaging	✓	✓	✓
<u>Generative replies</u>	✓	✓	✓	✓
<u>AI agent persona</u>	✓	✓	✓	✓
<u>Instructions</u>	✓	✓	✓	✓

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Section: AI agents (continued)

	Support Team	Suite Team	Suite Professional	Suite Enterprise
<u>AI agent builder</u>	Requires Advanced AI Agents add-on			
<u>Integrations & actions</u>	Requires Advanced AI Agents add-on			
<u>Reasoning controls</u>	Requires Advanced AI Agents add-on			
<u>Automated resolutions reporting</u>	✓	✓	✓	✓
<u>Essential AI agent reporting</u>	✓	✓	✓	✓
<u>Advanced AI agent reporting</u>	Requires Advanced AI Agents add-on			
<u>Essential language support</u>	✓	✓	✓	✓
<u>Advanced language support</u>	Requires Advanced AI Agents add-on			
<u>Included automated resolutions (up to 10k per year)</u>	5 ARs per agent/month	5 ARs per agent/month	10 ARs per agent/month	15 ARs per agent/month
<u>Committed automated resolutions (volume discounts available)</u>	\$1.50	\$1.50	\$1.50	\$1.50
<u>Pay-as-you-go automated resolutions</u>	\$2	\$2	\$2	\$2

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Section: Email + Messaging & live chat

	Support Team	Suite Team	Suite Professional	Suite Enterprise
<u>Email with unlimited addresses</u>	✓	✓	✓	✓
<u>Contact form</u>		✓	✓	✓
<u>Ticket file attachment size</u>	50MB	50MB	50MB	50MB
<u>Incoming email authentication: SPF, DKIM, DMARC</u>	✓	✓	✓	✓
<u>Automatic email archiving</u>				✓
Messaging and live chat ^				
<u>Web widget</u>	✓	✓	✓	✓
<u>Mobile SDKs: iOS SDK, Android SDK, and Unity SDK</u>	✓	✓	✓	✓
<u>Widget customization</u>		✓	✓	✓
<u>Pre-chat form</u>		✓	✓	✓
<u>Unlimited concurrent chats</u>		✓	✓	✓
<u>Shortcuts</u>		✓	✓	✓
<u>Automatic translation</u>		✓	✓	✓
<u>Send and receive files</u>		✓	✓	✓

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Section: Social and business + Voice (part 1)

Support Team

Suite Team

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<u>Transfers between agents & departments</u>	✓	✓	✓
<u>Departments</u>	2 departments	Unlimited	Unlimited
<u>Rich message types</u>	✓	✓	✓
<u>Conversation history</u>	✓	✓	✓
<u>Re-engagement</u>	✓	✓	✓
<u>Whisper mode</u>	✓	✓	✓
<u>Warm transfer</u>	✓	✓	✓
<u>Send proactive messages</u>	✓	✓	✓
<u>Skills-based routing</u>		✓	✓
<u>Widget unbranding</u>			✓
Social and business ^			
<u>Social and business channels</u>	✓	✓	✓
Voice ^			
<u>Voicemail</u>	✓	✓	✓
<u>Text messages</u>	Add-on	Add-on	Add-on
<u>Embedded voice</u>	✓	✓	✓

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Section: Voice (part 2)

	Support Team	Suite Team	Suite Professional	Suite Enterprise
<u>widget</u>		-	-	-
<u>Partner Edition (Computer Telephony Integration) *</u>		✓	✓	✓
<u>Answer in browser & forward to phone</u>		✓	✓	✓
<u>Outbound Caller ID</u>		✓	External number for outbound caller ID	External number for outbound caller ID
<u>Call routing</u>		Group routing	Group, overflow, and after-hours routing	Group, overflow, and after-hours routing
<u>Failover</u>		✓	✓	On demand
<u>Customized greetings</u>		✓	✓	✓
<u>Queue size and wait time</u>		✓	✓	Extended
<u>Session Initiation Protocol (SIP)</u>	✓	✓	✓	✓
<u>Bring Your Own Carrier (BYOC)</u>	✓	✓	✓	✓
<u>Automatic ticket creation</u>		✓	✓	✓
<u>Call recording</u>		✓	✓	✓
<u>Mute, hold & warm transfer</u>		✓	✓	✓
<u>Business hours</u>			Single	Multiple

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Section: Help center

Support Team

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	Support Team	Suite Team	Suite Professional	Suite Enterprise
Call blocking			✓	✓
Interactive voice response (IVR, phone trees)			✓	✓
Priority numbers			✓	✓
Request a callback			✓	✓
Call wrap-up time limits			✓	✓
Call recording controls			✓	✓
Call monitoring & barging			✓	✓
Call quality notifications			✓	✓
Call offering time limit				✓
Call usage 99.95% uptime SLA				✓
Local and toll-free numbers		Add-on	Add-on	Add-on
Inbound and outbound minutes		Add-on	Add-on	Add-on
Contact Center		Add-on	Add-on	Add-on
Help center				^

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Section: Knowledge management + Community forums

Support Team

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Contextual self-service	✓	✓	✓
Multilingual content	1 default language	40+ languages	40+ languages
Article view permissions	All registered users	All registered users Custom user segments	All registered users Custom user segments (multiple)
Structured content	Up to 2 levels deep	Up to 2 levels deep	Up to 6 levels deep
Theme customization	Basic Standard themes	Intermediate Standard + Custom + Marketplace Themes	Advanced Standard + Custom + Marketplace + Multiple templates
Multiple help centers	1	Up to 5	Up to 300
Search	Help center	Help center + community forums	Federated search for multiple help centers + community forums
Generative search	✓	✓	✓
Customer portal		✓	✓
Service Catalog		✓	✓
Knowledge management			^
Rich text WYSIWYG editor	✓	✓	✓
SEO ready	✓	✓	✓

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Section: Agent workspace with customer context

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	Support Team	Suite Team	Suite Professional	Suite Enterprise
Flag & create knowledge			✓	✓
Knowledge connectors		✓	✓	✓
Content & revision history			✓	✓
Article lists & labels			✓	✓
Approval and publishing workflows				✓
Scheduled publishing and verification				✓
Content blocks				✓
Copilot: Generative AI tools for knowledge			Add-on	Add-on
Community forums				^
User profiles and aliases			Registered users	Registered users
Integrated search			✓	✓
Similar posts			✓	✓
Escalate posts to tickets			✓	✓
Community moderators and moderator groups			✓	✓

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Section: Collaboration tools + Marketplace + Workflows

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<u>AI-powered spam protection</u>			✓	✓
<u>User badges</u>			✓	✓
Agent workspace with customer context ^				
<u>Unified agent workspace</u>	✓	✓	✓	✓
<u>Approvals</u>			✓	✓
<u>Translated interface</u>	✓	✓	✓	✓
<u>Essentials card</u>	✓	✓	✓	✓
<u>Interaction history</u>	✓	✓	✓	✓
<u>Group contacts by organization</u>	Single	Single	Multiple	Multiple
<u>Custom user and organization fields</u>	✓	✓	✓	✓
<u>Custom & group views</u>	✓	✓	✓	✓
<u>Custom Layouts</u>				✓
<u>Dynamic content</u>			✓	✓
<u>Customer satisfaction ratings (CSAT) & follow-up survey</u>			✓	✓

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Section: Workflows + Automations & intelligence

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	Support Team	Suite Team	Suite Professional	Suite Enterprise
Support mobile app		✓	✓	✓
Dynamic, Contextual workspaces				✓
App Builder			Up to 5 app conversations	Up to 10 app conversations
Copilot: Generative AI tools for agents			Add-on	Add-on
Collaboration tools ^				
Light agents			Up to 100	Up to 1000
Light agents add-on		Add-on	Add-on	Add-on
Side conversations			✓	✓
Marketplace ^				
Prebuilt apps & integrations	✓	✓	✓	✓
Workflows ^				
Triggers	✓	✓	✓	✓
Ticket sharing between multiple Zendesk accounts	Manual	✓	✓	Automated
Conversation routing	Based on agent status and capacity	Based on agent status and capacity	Based on agent status, capacity, skill, and ticket priority	Based on agent status, capacity, skill, and ticket priority

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Section: Change management

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<u>Conditional ticket fields</u>			✓	✓
<u>Service level agreements (SLA)</u>			✓	✓
<u>Skills-based routing</u>			✓	✓
<u>Guided mode</u>				✓
Automations & intelligence ^				
<u>Pre-defined responses (macros)</u>	✓	✓	✓	✓
<u>Custom business rules (triggers & automations)</u>	✓	✓	✓	✓
<u>Article recommendations</u>	Help center	✓	✓	✓
<u>Business rules analysis</u>				✓
<u>Copilot: Intelligent triage</u>			Add-on	Add-on
<u>Copilot: Actionable insights and suggestions</u>			Add-on	Add-on
<u>Copilot: Macro insights for admins</u>			Add-on	Add-on
Change management ^				
<u>Unified staff management</u>	✓	✓	✓	✓

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Section: Reporting & analytics

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	Support Team	Suite Team	Suite Professional	Suite Enterprise
Custom agent roles				✓
Audit logs				✓
Version management			✓	✓
Sandbox			Add-on	Up to 2 Sandboxes included
Additional Sandboxes			✓	✓
Reporting & analytics ^				
Prebuilt analytics dashboards	✓	✓	✓	✓
Data exports	✓	✓	✓	✓
Zendesk Benchmark	✓	✓	✓	✓
Google Analytics for help center		✓	✓	✓
Voice usage reporting			✓	✓
Custom data exploration			✓	✓
Scheduled dashboard delivery			Zendesk users only	Zendesk users and end-users
Dashboard sharing			Zendesk users only	Zendesk users and end-users

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Section: Data

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	Support Team	Suite Team	Suite Professional	Suite Enterprise
<u>Dashboards</u>				<u>Live agent status updates</u>
Pre-built live dashboard			✓	✓
Customizable live dashboards				✓
Visual data alerts				✓
Refresh rate	24 hours	24 hours	1 hour for pre-built and custom dashboards	Real-time for prebuilt live dashboards 1 hour for custom dashboards
Copilot: Reporting and insights			Add-on	Add-on
Data ^				
<u>Data storage</u>	10 GB + 50 MB/agent	10 GB + 50 MB/agent	10 GB + 100 MB/agent	10 GB + 200 MB/agent
<u>File storage</u>	10 GB + 2 GB/agent	10 GB + 2 GB/agent	10 GB + 5 GB/agent	10 GB + 10 GB/agent
<u>Custom objects</u>		Up to 3 objects (5 lookup fields/object)	Up to 30 objects (10 lookup fields/object)	Up to 50 objects (10 lookup fields/object)
<u>External knowledge storage</u>	100 MB	500 MB	500 MB	1 GB
<u>Zendesk events</u>		In beta	In beta	In beta
<u>External events</u>		Up to 150K/month	Up to 350K/month	Up to 750K/month
<u>Event retention period</u>		90 days	1 year	1 year

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Section: Custom apps & integrations + Developer tools + Security (part 1)

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Devices data log		✓	✓	✓
AWS Events Connector			Add-on	Add-on
Additional data storage	Add-on	Add-on	Add-on	Add-on
Custom apps and integrations ^				
Private custom apps & integrations			5 App conversations, see conversation limits	10 App conversations, see conversation limits
Developer tools ^				
API access	✓	✓	✓	✓
Additional API volume (10+ agents required)			Add-on	Add-on
Security and compliance ^				
User authentication options: Native, SSO, and 2FA	✓	✓	✓	✓
Secure access options: IP restrictions, password complexity, session length	✓	✓	✓	✓
Agent device management	✓	✓	✓	✓
Data encryption at rest and in motion	✓	✓	✓	✓

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Section: Security & compliance (part 2) + Messaging platform (Sunshine Conversations)

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	Support Team	Suite Team	Suite Professional	Suite Enterprise
<u>Disaster recovery</u>	✓	✓	✓	✓
<u>Credit card redaction</u>			✓	✓
<u>Data center location</u>			Add-on	✓
<u>HIPAA enabled</u>			HIPAA Enabled	HIPAA Enabled
<u>Department spaces</u>				✓
<u>Access log</u>				Add-on
<u>Advanced encryption</u>				Add-on
<u>Advanced data retention policies</u>				Add-on
<u>Advanced redaction</u>				Add-on
<u>Data masking</u>				Add-on
Messaging platform (Sunshine Conversations) ^				
<u>Messaging platform (Sunshine Conversations) 3rd party chatbots</u>			✓	✓
<u>Access to conversation tools and APIs</u>			✓	✓
<u>Basic Platform Support</u>			✓	✓

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Section: Support and services from the Zendesk team

Support Team

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	Support Team	Suite Team	Suite Professional	Suite Enterprise
<u>Notifications per month</u>			1,000 included (\$50/pack of additional 25,000 Notifications)	1,000 included (\$50/pack of additional 25,000 Notifications)
<u>Channels</u>			✓	✓
<u>Orchestration APIs (Switchboard)</u>			✓	✓
Support and services from the Zendesk team ^				
<u>Digital support</u>	✓	✓	✓	✓
<u>Access to Zendesk Help Center and Community</u>	✓	✓	✓	✓
<u>Digital onboarding and adoption resources</u>	✓	✓	✓	✓
<u>Getting started on-demand training</u>	✓	✓	✓	✓
<u>Guided learning paths</u>	✓	✓	✓	✓
<u>Premier plans - 24/7 Proactive support & engagement*</u>	Add-on	Add-on	Add-on	Add-on
<u>Professional Services</u>	Add-on	Add-on	Add-on	Add-on
<u>Custom training and certifications</u>	Add-on	Add-on	Add-on	Add-on

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Section: Appendix / End

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ZENDESK ASSIST