

# Optimize your Customer Experience to be Future-Ready

## Nagarro Zendesk Offerings

### Consultancy Services



#### Discovery Workshops

- Data gathering and analysis
- Workflows, automation, and suitable products identification
- Proposed solution blueprint
- POCs – feasibility analysis and implementation



#### CX Transformation

- Improve CX by focusing on convenience, personalization, speed, and agility
- Enhance CSAT Scores
- Better scalability
- Optimum agent utilization
- Lower first response times
- Omnichannel connection with conversational experiences



#### Health Check

- Business objectives and goals review
- Operational scanning of the Zendesk instance
- Deep dive into configuration, workflow, and automation
- Prepare findings and recommendations

### Implementation Services



#### Solution Implementation

- Design and configurations
- Instance development
- Automation and workflow
- API integration
- Theme and branding management
- Analytics and dashboard set up
- Custom development (if needed)
- Migration and integrations



#### Training

- User-level
- Admin-level
- Advanced-level

### Support Services



#### Operational Services

- End-to-end (L0 to L3) support
- 8\*5, 16\*7, or 24\*7 support



#### Service Models

- Target-based
- Fixed capacity
- On-demand
- Managed

## 5-Day Workshop

In just five days, we can transform your customer experience. We begin with a 360-degree health check that reveals the current state of the customer experience operations in your organization. This enables us to recommend ways to prepare an effective combination of broad customer service expertise and in-depth product knowledge to deliver a differentiated customer experience.

This 5-Day Workshop starts with insights gained through a questionnaire, meetings with the stakeholders, and as an outcome, a final report that provides recommendations for CX optimizations.

## Workshop Concept

	Day 1	Day 2 & 3	Day 4	Day 5
	Review the Business Needs	Analyze the current Platform	Walk-through of the Zendesk setup	Recommendation, Report and Review
	..... Nagarro Zendesk Experts .....		..... Nagarro Zendesk Experts .....	
<b>Nagarro</b>	Understand your business objectives and goals, as well as how your organization interacts with customers	Uncover the tools and products used, business processes covered and features and functionalities utilized	Deep dive into the processes and showcase how Zendesk helps overcome any issues, shortfalls, or pain points	Prepare high-level business presentation and final draft of the roadmap and recommendations
<b>Customer</b>	Availability of key stakeholders (around 2 hrs/day) for functional discussions and interviews	Availability of SMEs (around 2 hrs/day), customer CX platform, processes, and test data	Availability of SMEs to review how Zendesk provides positive business outcomes	Availability of SMEs for final discussions and feedback