



# AI-Powered Automation to Elevate Customer & Employee Experience

Transform Zendesk into an AI-powered, fully automated service platform with L5.AI. Built for ease of use, rapid deployment, and high ROI, Zendesk helps businesses scale efficiently. Our structured implementation, AI-driven automation, and continuous optimization ensure you unlock its full potential for seamless customer and employee service operations.



## Advisory & Consulting

Our advisory engagements typically result in a roadmap or business case to support your Zendesk investment—enhancing customer and employee experience while maximizing ROI.

**Gap Analysis & Roadmap:** Assess current capabilities, identify opportunities, and define a clear path to optimize service operations.

**Business Case Development:** Build a data-driven case to support investment, gain leadership buy-in, and secure budget.

**Roadmap with Change Management & Best Practices:** Our strategic roadmap includes proven best practices and change management strategies to drive adoption, streamline workflows, and ensure long-term success with Zendesk.

Pairing this service with implementation and Level-Up Services ensures a smooth transition from strategy to execution.



## Level-Up Services

Keep Zendesk optimized, scalable, and aligned with your goals using Level-Up Services—a proactive approach to administration, automation, and continuous improvement. Whether you need day-to-day management or a strategic partner to drive evolution and efficiency, we ensure Zendesk delivers long-term value.

### What's Included?

**Platform Administration (Admin+):** Hands-on support for system management, configuration updates, permissions, and troubleshooting.

**Continuous Evolution (Evolve+):** Move beyond basic admin support with workflow enhancements, AI training, knowledge management improvements, and automation expansion.

**Experience Optimization:** Improve agent and customer experience through portal enhancements, chatbot tuning, and smart self-service strategies.

**Cost & Performance Optimization:** Reduce operational costs by optimizing automation, streamlining workflows, and proactively managing platform performance.

**Subscription-Based Flexibility:** Available as a standalone package or bundled with Zendesk licensing for a seamless experience.



## Implementation & Onboarding

Launch Zendesk quickly with L5.ai's ACT methodology—our structured, high-impact approach. By focusing on your top two workflows and predefined integrations, we enable a 1-3 week go-live with minimal complexity.

### L5.ai's ACT Implementation Approach

**Discovery & Demo:** Align on business objectives, review current processes, and showcase best practices in Zendesk.

**Offline Build:** Configure the initial setup based on agreed scope, ensuring a structured and scalable foundation.

**Collaborative Build:** Work closely with your team to refine workflows, integrate key systems, and optimize the user experience.

**Final Build & Admin Walkthrough:** Validate the solution, train administrators, and ensure your team is equipped for long-term success.



## Smart Licensing

Smart, flexible Zendesk licensing with the added advantage of L5.ai's expertise and bundled solutions. Whether you need Zendesk products, L5 solutions, or both, we simplify procurement to fit your business needs.

### Why Choose Smart Licensing?

**Flexible Procurement:** Purchase Zendesk products, L5.ai solutions, and services as a single package or separately.

**Same Zendesk Pricing, More Options:** We partner closely with Zendesk sales, so whether you buy directly through Zendesk or through us, pricing remains the same—but with L5.ai, you also get the option to bundle implementation, strategic services, and pre-built solutions.

**Simplified Chargeback & Budgeting:** Many of our clients need to charge back licensing and services to different departments; bundling them through L5.ai simplifies cost allocation and financial management.

**Strategic Guidance & Expert Support:** Get advice from Zendesk-certified experts to ensure you select the right plan and add-ons for your business.

# Why L5.AI for Zendesk?

- ✓ **Rapid Time to Value,**  
go live in 1-3 weeks.
- ✓ **Scalable & Cost-Effective:**  
Designed to grow with your business, leveraging global delivery centers for high-impact, cost-efficient solutions.
- ✓ **Smart Licensing:**  
Buy directly through Zendesk or L5.AI at the same price, with the option to bundle services for simplified procurement and chargebacks.
- ✓ **High CSAT of 4.7/5,**  
easy to work with and proven success.
- ✓ **Strategic Support:**  
Beyond admin tasks, we drive automation, AI training, workflow optimization, and long-term platform efficiency.

## Typical Use Cases for Zendesk



### Employee Services

Streamlining HR-related queries, onboarding, and internal support.



### Customer Experience

Enhancing customer experience through efficient support ticketing, self-service portals & live chat.



### IT Support & Helpdesk

Managing internal IT support requests and incidents with structured workflows.



### Other Business Operations

Supporting legal, compliance & supply chain processes through automated service management.

**"Very flexible to adjust the services they provided according to our needs"**

*- Garrett, Justransform*



## AI-Enabled Productivity, Powered by Smart Technology

At L5, we implement software, and we optimize, automate, and transform how businesses work using AI and best-in-class technology platforms.

**Connect with our Expert**



[www.L5.ai/zendesk/](http://www.L5.ai/zendesk/)



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