



Zendesk

# Review From A Customer



From IT Central Station, the leading review site for enterprise technology solutions.

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## Review by a Real User

Verified by IT Central Station



Account Coordinator at a tech vendor with 201-500 employees

**it\_user247317**

### **VALUABLE FEATURES**

Zendesk has helped us to better connect and respond quicker to our clients.

### **IMPROVEMENTS TO MY ORGANIZATION**

Report Generator needs to be improved.

### **ROOM FOR IMPROVEMENT**

I was not there at the initial deployment of Zendesk with my past company.

### **USE OF SOLUTION**

I have used it for one year.

### **DEPLOYMENT ISSUES**

Overall, I don't think I did. There were a few instances where Zendesk was not updating my tickets and I kept getting an error message.

### **STABILITY ISSUES**

No, I think the tool is great for small business and smaller start-up companies.

### **SCALABILITY ISSUES**

I never dealt with Zendesk customer service, but I have heard great things about it.



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#### **CUSTOMER SERVICE AND TECHNICAL SUPPORT**

Customer Service: I believe the company had a trial period with Salesforce, but switched to Zendesk because of the affordability.

Technical Support: I was not available during initial setup, but Zendesk is pretty quick to catch.

#### **OTHER SOLUTIONS CONSIDERED**

SalesForce

#### **OTHER ADVICE**

Very simple to great to use Friendly and intuitive design Affordable Great for small support team

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