



ZENDESK FOR GOVERNMENT

# Power to your people



## Create more meaningful constituent relationships

As technology evolves, people expect more and more out of organizations—including government agencies. They want quick, effective, around the clock support. Zendesk helps government agencies put constituents at the center of their businesses with easy-to-use, secure, and modern digital solutions that centralize communication and streamline workflows.



### See the bigger picture

Get a complete view of citizens and how they interact with your organization—from where they begin their search for information, to how they resolve their issues. With Zendesk, it's easier to integrate valuable information from customer communications channels, business applications, and backend systems, and make it easily accessible to agents. This helps your team deliver on expectations and create a better experience for your constituents.



### Be the people's choice

Citizens are also customers, and they have become accustomed to getting help on their preferred channel. With an omnichannel support solution, you can offer support like leading digital businesses do: set up self-service portals to allow constituents to check the status of cases and understand processes without the help of an agent, and even offer proactive support. You'll be able to exceed their expectations and build a foundation of trust.



### Work smarter

Lean on technology to do the busy work. Automations and workflow tools can handle repetitive tasks, eliminate errors, and improve agent productivity. And with AI-powered knowledge management, citizens can help themselves—so your agents can devote time to issues that need special attention.



### Let data be the decider

Use data to make better decisions and stay connected with your citizens. With powerful analytics and reporting from Zendesk, your team gains visibility into what's working for your organization and what needs improvement. And with both out-of-the-box and fully customizable dashboards, there's a solution that's just right for your team.



### Protect and serve

Meeting compliance requirements and providing a modern, digital experience shouldn't be a headache for any government organization. With Zendesk, you get enterprise-class security features and standards that enable you to provide citizens the best experiences—all while following regulation and compliance rules.

**"Zendesk Support lives up to its promise. It's that simple. It does what we need it to do today, and its vision ensures it's a solid alternative in years ahead to help innovative decision makers."**

– Dustin Laun

Contractor and Senior Advisor of Innovation and Technology



## CUSTOMER SPOTLIGHT:



The Tennessee Department of Labor and Workforce Development uses Zendesk to support over six million citizens with issues regarding Workforce Services, Unemployment, Adult Education, worker's compensation, and labor laws and standards.



### 40,000+ tickets per month

The team of 400+ agents supports citizens across email, phone, webforms, and chat.



### 20% increase in phone CSAT

An integrated phone support solution allows the team to deliver fast, personalized voice support for 20,000+ calls per week.



### 90% first touch resolution

With a knowledge base for in-context information, most support tickets are resolved without escalation.



### 4x faster onboarding

Thanks to Zendesk's ease of use and knowledge capture tools, new employee onboarding times have been reduced from six months to six weeks.

## Apps marketplace

We integrate with over 750 third-party apps in our Apps Marketplace to help government agencies deliver more personal support at any scale.

### Telephony solutions



### Collaboration & project management



### Productivity



### Docs & attachments



### Change management



### Asset management

