

Zendesk Goes Enterprise

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Cloud-based help desk software provider Zendesk announces its Zendesk Enterprise Plan, a customisable and secure customer support solution designed for large, international or multi-brand organisations.

The plan allows the tailoring of help desks according to organisations' needs while maintaining high security levels, with light agents providing unlimited internal usage.

The enterprise plan includes unlimited internal usage, multi-brand help desk, custom agent roles and business rules analysis, together with custom network restrictions, email archiving and priority support.

Zendesk has over 10000 customers in 100 countries, which include companies from the size of Livescribe and Cloudera to the likes of Adobe and Sony Music.

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