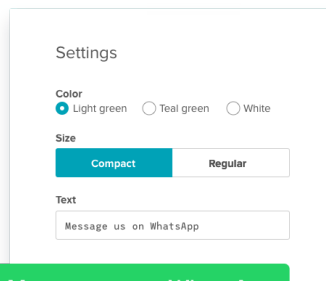
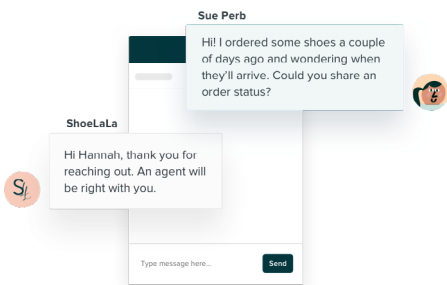


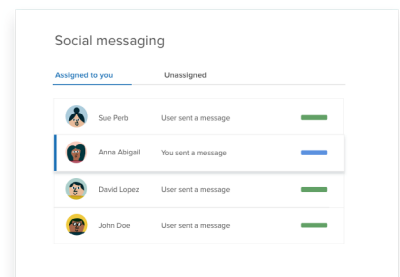
zendesk

Social Messaging

Customers want to communicate with your business like they do with their friends—effortlessly. Using popular messaging apps like WhatsApp, WeChat or Facebook Messenger, Zendesk enables your team to have natural and personalized conversations with customers, all through one unified workspace.



 [Message us on WhatsApp](#)



Respond right away

Auto-responders let you reply to customers immediately with tailored messages, so customers aren't left waiting if agents are offline or busy with other tasks.

Be available

Create custom buttons for your website or mobile app to let them know they can message you whenever, wherever.

Get it together

A dedicated notification panel streamlines incoming conversations from the social messaging apps so agents can view everything from the a unified agent workspace in real-time.



"Our customers were trying to reach us via WhatsApp and Zendesk allowed us to reduce our WhatsApp response times from a full day to minutes. Before Zendesk, we had three to four phones with WhatsApp numbers in our agents' hands, trying to keep up. It wasn't scalable, and we couldn't measure it. We're now able to see and manage WhatsApp messages alongside all of our other customer requests and deliver better service to our customers in their preferred communication channel. Zendesk's WhatsApp integration is key to our continued global expansion."

Gib Lopez, Co-founder and COO





Build meaningful relationships

Connect with customers on their preferred messaging apps.



Make it easy for your agents

Manage interactions across channels using a single, agent workspace.



An effortless addition

Connect quickly and easily, enabling your teams to up their productivity using their existing workflows.

Get started with the Social Messaging add-on*

www.zendesk.com/message

\$5
per agent / month

Available as an add-on to the Professional, and Enterprise plans for Zendesk Support. Included free of cost in the Zendesk Support Suite plans.

- Integrates with 5 popular messaging apps: WeChat, LINE, WhatsApp, Facebook Messenger, Twitter Direct Messages*
- Ability to receive and respond to inbound messages
- Auto-responders
- Live notification view
- “Message us” button builder*
- Self-service activation

*Seat purchases must match existing seat count for Zendesk Support. Price does not include WhatsApp phone number. WhatsApp phone numbers cost \$70/phone number/month. Available on certain service plans. “Message us” button builder available only on WhatsApp.

