

# Zoho Desk

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# Zendesk Support

VS

COMPARISON DOCUMENT



# What is Zoho Desk?

**Zoho Desk** is a unified customer service software to run your customer service operations efficiently. It is highly flexible and combines all powerful features for omni-channel experience, automation, AI self-service, BI and Analytics. It is designed to help customer service teams provide personalized support, promote self-service, improve agent productivity, and increase customer happiness.

Trusted by thousands of organizations across the globe, Zoho Desk

- Has been featured in **Gartner's Magic Quadrant** for CRM Customer Engagement Center (CEC) for two consecutive years.
- Was ranked as #1 software for highest satisfaction by G2.com

## What sets us apart?

### Context.

About conversations, customers, and integrations. Every feature in Zoho Desk has been built from the ground up to give you plenty of information without you having to go look for it. The home screen, not only lists tickets, but also displays the assignee, the channel it came in from, when it is due, the number of threads in the ticket, and other essential information.

### User experience.

Consistent user experience is key to great customer service. With our proprietary design philosophy, DOT (Design Optimization Thinking), Zoho Desk is designed in a way that enhances user experience for both agents who use the product everyday, and end-users. It is built on a multi-pronged approach that enables superior communication and navigation for agents, while enhancing scalability without limiting flexibility for the management. This is also a step in the direction to make Zoho Desk a fully inclusive platform that is friendly for our differently abled friends.

This UI design is not just limited to Zoho Desk, but also works great with any integration or development done on the platform, so UX is consistent across the product unlike other help desk software like Salesforce which keeps switching between Classic and Lightning mode, or Zendesk where only some features in Agent Workspace are supported in the new UI while some aren't.

## What do customers like about Zoho Desk?

- Two-way sync with CRM software like Zoho CRM, Sales Cloud, and Pipedrive which keeps Sales and Support teams in sync at all times.
- Intuitive UI, Ease of use, implementation, and customization.
- Fits support teams of all sizes.
- Single transparent pricing, no hidden charges.
- 200+ integrations with other products (both Zoho and third-party).
- Hosted natively and not on any third-party infrastructure.

# The comparison, in a nutshell

We've compared the Professional and Enterprise editions of Zoho Desk with the Professional and Enterprise editions of Zendesk Support along the following parameters: Ticket Management, Automation, Customization, Insights And Impact, Agent Productivity, Self-Service, Artificial Intelligence, and Extensibility.

Here's a summary of the capabilities of the two products.

Zoho Desk Pricing Plan		Zendesk Support Pricing Plan	
Billed Annually	Billed Monthly	Billed Annually	Billed Monthly
Free	\$0	Suite Team	\$55 \$69
Standard	\$14 \$20	Suite Growth	\$89 \$115
Professional	\$23 \$35	Suite Professional	\$115 \$149
Enterprise	\$40 \$50	Suite Enterprise	On request On request
Agent Limit		Agent Limit	
Pay for each license		Pay for each license	
Trial Period		Trial Period	
15 days		14 days	

\*All information in the document is based on publicly available data.

## Distinguishing capabilities

Process Management(Blueprint)  
Anomaly Detection  
Guided conversations - self-service builder  
Customer service platform

## Channels

Email, Phone  
Built-in Chat  
Social Media  
Web Forms API  
Help Center  
Community  
Forums  
IM - [New](#)

## Marquee Customers

McAfee, Daimler, Jaguar, Cleartrip

## Support

Phone  
Chat  
Email

## Platforms Supported

iOS  
Android  
Web

\*All information in the document is based on publicly available data.

## Distinguishing capabilities

Agent Workspace  
Guided mode  
Pathfinder App  
Satisfaction Prediction

## Channels

Email, Phone  
Built-in Chat  
Social Media  
Web Forms  
API  
Help Center  
Community  
Forums

## Marquee Customers

OLX, Fossil, Squarespace, Uber

## Support

Phone  
Chat  
Email

## Platforms Supported

iOS  
Android  
Web

# Ticket Management

Better ticketing at its core



This is one area where both Zoho Desk and Zendesk Support are equally matched. Both these apps excel in providing a seamless ticketing experience—allowing tickets to be received through multiple channels, allowing agents to look up past conversations and quickly reply to tickets, and letting managers track customer service metrics.




































However, if you look deeper, you’ll notice that some of the channels in Zendesk are built-in. For example, channels like live chat and telephony require you to buy additional apps like Zendesk Chat and Talk respectively. The other point is that features that help agents quickly answer tickets like Suggested Articles, is available as a built-in feature in Zoho Desk, whereas this is an add-on in Zendesk. Circling back to what we said about Zoho Desk being built to provide context, features such as Suggested Articles or Ticket Timeline make a massive difference in the amount of time it takes agents to respond to tickets.

Features	Zoho Desk Professional	Zendesk Professional	Zoho Desk Enterprise	Zendesk Enterprise
Email tickets	10 Support emails		100 Support emails	
Phone support		Zendesk Talk		Zendesk Talk
Built-in Chat	--	Zendesk Chat		Zendesk Chat

\*All information in the document is based on publicly available data.

Features	Zoho Desk Professional	Zendesk Professional	Zoho Desk Enterprise	Zendesk Enterprise
			2 Brands (more on demand)	
Facebook	1 Brand			
			2 Brands (more on demand)	
Twitter	1 Brand			
WhatsApp, Telegram		Suite		Suite
Instagram, LINE, WeChat		Suite		Suite
Help Center				
Website form	10		20	
Feedback widget				
Community forums		Zendesk Gather		Zendesk Gather
In-app				
support APIs				

\*All information in the document is based on publicly available data.

Features	Zoho Desk Professional	Zendesk Professional	Zoho Desk Enterprise	Zendesk Enterprise
Multi-department support tracking	10		Unlimited	
All-department ticket view				
Comment in ticket history				
Ticket resolution note				
Product-based ticket tracking				
Ticket tags				
CSAT Score	30 tags/ticket		50 tags/ticket	
Suggested articles Merge tickets				
Split tickets		Add-on		Add-on
Ticket timeline				
Time entry		Add-on		Add-on
Approvals				
Ticket sharing		Add-on		Add-on
Team Ownership Clone		Add-on		Add-on
tickets				Automated
				
		Add-on		Add-on

\*All information in the document is based on publicly available data.

# Agent Productivity

## Agents do more, in less time

Zoho Desk has a lot of features going for agents. This is one area where Zoho Desk has a clear edge over Zendesk. Usually, all the requests that your customers send to you are arranged and displayed as a list of tickets. Not in Zoho Desk though. In addition to a ticket list, Zoho Desk offers four different Work Modes: Status Mode, Priority Mode, Handshake Mode, and Countdown Mode.

Pick any one and you'll notice that your tickets get rearranged into different columns based on either the ticket status, priority, customer type, or the due time, depending on the mode you chose. How does this benefit agents? By cutting down on the time they spend choosing the right tickets to work on. Work Modes prioritizes tickets for them so their focus can stay on one thing—work from the leftmost column to the rightmost column. As simple as that.

At Zoho Desk, we've spent a lot of time observing how agents work on customer support software and have built features that help them, almost invisibly. Like Ticket Peek, which lets agents look at a preview of ticket conversations without having to open up a ticket, or Reply Assistant, a bot that provides ready-to-use replies in your responses. We're also the only help desk software that comes with a native Dark Mode. Your team is going to spend a considerable amount of time through the day using the product, so it is essential that they love it's experience.[Read more about our next gen UI here.](#)

\*All information in the document is based on publicly available data.



Features	Zoho Desk Professional	Zendesk Professional	Zoho Desk Enterprise	Zendesk Enterprise
Quick Ticket View	●	--	●	--
Macro actions	●	●	●	●
Custom views	●	●	●	●
Response editor with rich text support	●	●	●	●
Advanced search	●	●	●	●
Response Draft	●	●	●	●
Table View	●	●	●	●
Search Facet	●	--	●	--
Snippets for faster response	●	--	●	--
Dynamic Place Holders in Ticket Reply	●	--	●	--
Work Modes	●	●	●	●
Keyboard Shortcuts	●	●	●	●
Team Feeds	●	--	●	--
Agent Workspace	●	●	●	●
Agent Collision Detection	●	--	●	--
Solutions Auto-Suggest	--	●	--	●
Follow tickets	●	--	●	●
	●	●	●	●
	●	●	●	●

Features	Zoho Desk Professional	Zendesk Professional	Zoho Desk Enterprise	Zendesk Enterprise
Contact de-duplication	●	●	●	●
Tasks	●	●	●	●
Events	●	--	●	--
Calls	--	Zendesk Talk	●	Zendesk Talk
Approvals	●	Add-on	●	Add-on
Time entry	●	--	●	--
Resolution	●	●	●	●
Ticket tagging	30 tags/ticket	●	50 tags/ticket	●
Manual time tracking	●	Add-on	●	Add-on
Auto time tracking	●	Add-on	●	Add-on
Activity time tracking	●	Add-on	●	Add-on
Native Mobile Apps for iOS and Android	●	●	●	●
Radar Mobile App for iOS and Android	●	--	●	--
		Multiple forms with Productivity Pack Add-on		
Ticket templates	●		●	Ticket forms

\*\*All information in the above table is based on public availability of data

Features	Zoho Desk Professional	Zendesk Professional	Zoho Desk Enterprise	Zendesk Enterprise
Ticket Conversation History	●	●	●	●
Ticket Classification	●	●	●	●
Custom ticket status	●	--	●	--
Business Hours	1	--	100	●
Multiple Time Zones in Business Hours	--	Yes (Multiple Schedules)	●	Yes (Multiple Schedules)
In-product Call				
Notifications				
Contacts and Account Management	●	●	●	●
Side Conversations				
Notification Center	●	●	●	●
Tag Colleagues	Team Chat	●	Team Chat	●
Attachments	●	Add-on	●	Add-on
Ticket content redaction	■	■	●	■
Auto-translate tickets	20 MB	50 MB	20 MB	50 MB
Auto-translate responses	--	■	--	■
	■	●	●	■
	■	●	●	■

\*All information in the document is based on publicly available data.

Features	Zoho Desk Professional	Zendesk Professional	Zoho Desk Enterprise	Zendesk Enterprise
Built-in dark mode	●	--	●	--
Context panel	●	●	●	●
Color coded comments	●	●	●	●
Custom help desk themes	●	●	●	●
Accessibility controls	●	●	●	●
UX-enhancing features for differently abled		--		--

## Customization

Your help desk, tailor-made



Both the apps provide plenty of customization options like custom fields, layouts, domain mapping, and multi-language support. Zoho Desk has a slight edge here since some of the basic customization features like custom Ticket Status are not available in Zendesk. In addition to that, Zendesk Suite requires you to have a productivity

pack add-on to be able to use ticket templates. Zoho Desk also lets you write custom functions, which give you the power to define how you want your Zoho apps to talk to each other via simple program code.

\*All information in the document is based on publicly available data.

Features	Zoho Desk Professional	Zendesk Professional	Zoho Desk Enterprise	Zendesk Enterprise
Custom Email Templates	●	●	●	●
Customize Tabs	●	--	●	--
Custom Views	●	●	●	●
Customize Form fields and Layouts	●	●	●	●
Custom Fields	150 fields/module	●	230 fields/module	●
Custom Ticket Status and Grouping	●	--	●	--
Field Dependencies	●	Add-on	●	●
Teams	●	●	●	●
Ticket templates	●	Multiple forms with Productivity Pack Add-on	●	Ticket forms
Department specific layout	●	Add-on	●	●
Multi-language support	●	●	●	●
Custom Domain Mapping	●	●	●	●
Remote Authentication	●	●	●	●

\*All information in the document is based on publicly available data.

# Automation

## Streamlining your internal processes

Both Zoho Desk and Zendesk Support offer automation features like SLAs and Workflows. The features in both apps might be named differently, but they do the job of letting you automatically update fields like ticket priority or send out alerts to customers.

Apart from the usual automation features, Zoho Desk has a process automation feature called Blueprint. This lets you build flowcharts using States and Transitions on a drag-and-drop builder. With Blueprint, you can use Zoho Desk not only for your external customer service, but also for your internal service, like routing tickets to the HR department or managing your travel desk ticketing flow. Essentially, Zoho Desk can be your go-to software for all your service processes at no extra cost.

Features	Zoho Desk Professional	Zendesk Professional	Zoho Desk Enterprise	Zendesk Enterprise
Direct Ticket Ownership Assignment	15	●	30	●
Assign tickets to Teams	●	●	●	●
Assign ticket ownership across Departments	●	●	●	●
Skill-based Routing	--	●	●	●

\*All information in the document is based on publicly available data.



Features	Zoho Desk Professional	Zendesk Professional	Zoho Desk Enterprise	Zendesk Enterprise
Round-Robin Ticket Assignment	10/department 15/department	Add-on	15/department 30/department	Add-on
Workflows	module		department/module	
Custom functions in Workflows	--	--		--
Blueprint	1/department	--	20/department	--
Number of SLAs	10/department		20/department	
Stop the SLA Clock (On Hold State)		--		--
Multi-level Escalations				
Customer based SLA				
Contract Management in SLA	--			
Manual Ticket Time Tracking		Add-on		Add-on
		Add-on		Add-on

\*All information in the document is based on publicly available data.

Features	Zoho Desk Professional	Zendesk Professional	Zoho Desk Enterprise	Zendesk Enterprise
Activity Time Tracking		Add-on		Add-on
Billing Preferences		--		--
Notification Rules				
Macros	15/department		30/department	
Supervisor (Time-based) Rules	15/department		30/department	

## Self-Service

Answers at your fingertips, now with A.I.



Consider Zendesk Guide, an app that lets you add self-service features to your Zendesk Support account. While Zoho Desk has these features built in, you'll notice that in Zendesk, most of them are available in the Guide app. And if you need an answer bot? You'll have to go for an add-on in Guide, which will cost you \$50 in addition to what you'll pay for the Guide app. We'll let the feature list do the talking here.

\*All information in the document is based on publicly available data.

Features	Zoho Desk Professional	Zendesk Professional	Zoho Desk Enterprise	Zendesk Enterprise
Private Knowledge	<div></div>	Zendesk Guide	<div></div>	Zendesk Guide
Base for Agents		Zendesk		Gui de
Knowledge Base	<div></div>	Gui de Zendesk	<div></div>	Zendesk Gui de
Multilingual Knowledge Base	<div></div>	Gui de Zendesk Guide	<div></div>	Zendesk Gui de Zendesk Guide
Article Categories	<div></div>		<div></div>	Guide
Knowledge Base and Community Dashboards	<div></div>	<div></div>	<div></div>	<div></div>
Community	<div></div>	Zendes k Gather	<div></div>	Zendes k Gather
Community Gamification	<div></div>	Zendes	<div></div>	Zendes
Default Themes	<div></div>	k Gather Zendes	<div></div>	k Gather Zendes
Article Versioning	<div></div>	k Gui de	<div></div>	k Guide
301 Redirection	<div></div>	Zendes	<div></div>	Zendes
ASAP	<div></div>	k <div></div>	<div></div>	k <div></div>
Answer Bot in ASAP	<div></div>	Add-on Guide	<div></div>	Add-on Guide

\*All information in the document is based on publicly available data.

Features	Zoho Desk Professional	Zendesk Professional	Zoho Desk Enterprise	Zendesk Enterprise
Google Analytics Integration	<div></div>	<div></div>	<div></div>	<div></div>
Themes Gallery	<div></div>	Zendesk Guide	<div></div>	Zendesk Guide
CSS Customization	<div></div>	Zendesk Guide Zendesk Guide	<div></div>	Zendesk Guide
Custom Widgets	<div></div>		<div></div>	Zendesk Guide
Multi-Brand Help Center	--	--	<div></div>	Zendesk Guide Zendesk
Complete Theme Customization	--	Zendesk Guide	<div></div>	Guide
SEO for Help Center	<div></div>	<div></div>	<div></div>	<div></div>
Forum post types	<div></div>	Add-on	<div></div>	Add-on
Assign labels to end users in Help Center	<div></div>	--	<div></div>	--
Multiple Departments in Help Center	<div></div>	Zendesk Guide	<div></div>	Zendesk Guide
User groups for Help Center	<div></div>	Zendesk Guide	<div></div>	Zendesk Guide
	<div></div>		<div></div>	
	<div></div>	Zendesk Guide	<div></div>	Zendesk Guide

\*All information in the document is based on publicly available data.

Features	Zoho Desk Professional	Zendesk Professional	Zoho Desk Enterprise	Zendesk Enterprise
Search through KB and Community	<div></div>	Zendesk Guide	<div></div>	Zendesk Guide
Built-in Live Chat	--	Zendesk Messaging Zendesk Guide	<div></div>	Zendesk Messaging Zendesk Guide
Google Analytics for Help Center	<div></div>	Guide	<div></div>	Guide
In-app customer service for mobile	<div></div>	<div></div>	<div></div>	<div></div>
In-app customer service for web	<div></div>	<div></div>	<div></div>	<div></div>
Domain mapping	<div></div>	<div></div>	<div></div>	<div></div>
Content Blocks in Knowledge Base	<div></div>	<div></div>	<div></div>	<div></div>
	--	--	--	Zendesk Guide
Article Rating	<div></div>	Zendesk Guide	<div></div>	Zendesk Guide
Pinned posts in forums	<div></div>	Add-on	<div></div>	Add-on
Article Review	<div></div>	--	<div></div>	Zendesk Guide
Article Tagging	<div></div>	Zendesk Guide	<div></div>	Zendesk Guide

\*All information in the document is based on publicly available data.


Features	Zoho Desk Professional	Zendesk Professional	Zoho Desk Enterprise	Zendesk Enterprise
Auto-translation of KB articles	--	Zendesk Guide	<div></div>	Zendesk Guide
SEO for multilingual KB	<div></div>	Guide	<div></div>	Zendesk Guide
Convert article feedback to tickets	<div></div>	Zendesk Guide	<div></div>	Zendesk Guide
Multilingual capabilities in ASAP	<div></div>	<div></div>	<div></div>	<div></div>
Article flagging	--	Zendesk Guide	--	Zendesk Guide
Guided conversations	<div></div>	<div></div>	<div></div>	<div></div>
Multilingual guided conversations	<div></div>	--	<div></div>	Zendesk Guide

\*All information in the document is based on publicly available data.

# A.I.

## Introducing Zia for customer service

Zia is the conversational A.I. for customer service in Zoho Desk.

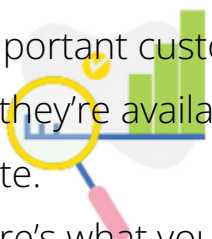
 Instead of restricting A.I. to a specific module, we have ensured that for every stakeholder, be it the manager, agent or customer, Zia provides key inputs to help them achieve their objective. For example, agents can use Sentiment Analysis and the Reply Assistant for replying to tickets. Customers can chat with the Zia bot in the Help Center. Managers can get notified of anomalies in the ticket traffic. In comparison, Zendesk provides very few features in the A.I. space. Features like Sentiment Analysis and Ticket Auto-tagging are available as add-ons in Zendesk, whereas Zoho Desk has these built-in.

Features	Zoho Desk Professional	Zendesk Professional	Zoho Desk Enterprise	Zendesk Enterprise
Reply Assistant	<div></div>	--	<div></div>	--
Sentiment Predictions	--	Add-on	<div></div>	Add-on
Ticket Auto-Tagging	--	Add-on	<div></div>	Add-on
Anomaly Notifications	--	--	<div></div>	--
KB Conversation Assistant (in ASAP)	--	suggested articles only	<div></div>	suggested articles only

Features	Zoho Desk Professional	Zendesk Professional	Zoho Desk Enterprise	Zendesk Enterprise
Zia (AI) Dashboard	--	--	<div></div>	--
Satisfaction Prediction	--	--	--	<div></div>
Zia Voice and Skill Builder	--	--	<div></div>	--

# Insights and Impact

## Work. Measure. Improve. Delight.

 Most of the really useful reporting features that let you track important customer service metrics are not built-in to Zendesk — they're available on Zendesk Explore, which is another app in the suite.

Here's what you need to know though: you will have to be on Zendesk Support's Professional Plan or a plan higher than that to use Explore. In comparison, Zoho Desk provides a host of built-in reports and dashboards. You can also build your own reports or dashboards. You'll need the Zoho Analytics/Zoho Desk integration only if you need a full-service BI solution. We've focused on giving you all the features you need so that your focus is on delighting customers.

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Features	Zoho Desk Professional	Zendesk Professional	Zoho Desk Enterprise	Zendesk Enterprise
Agent Dashboard	<div></div>	Zendesk Explore	<div></div>	Zendesk Explore
Standard Reports	<div></div>	<div></div>	<div></div>	<div></div>
Custom Reports	<div></div>	Zendesk Explore	<div></div>	Zendesk Explore
Schedule Reports	--	<div></div>	100	<div></div>
Export Reports to CSV, XLS, or PDF	<div></div>	<div></div>	<div></div>	<div></div>
Custom Dashboards	<div></div>	Zendesk Explore	<div></div>	Zendesk Explore
Ticket Overview Dashboard	<div></div>	<div></div>	<div></div>	<div></div>
Ticket Traffic Dashboards (The Headquarters) Response, Resolution and FCR Dashboards	<div></div>	--	<div></div>	--
	<div></div>	Zendesk Explore	<div></div>	Zendesk Explore
Ticket Status Dashboard	<div></div>	Zendesk Explore	<div></div>	Zendesk Explore
Customer Happiness Dashboard	<div></div>	<div></div>	<div></div>	<div></div>

\*All information in the document is based on publicly available data.

Features	Zoho Desk Professional	Zendesk Professional	Zoho Desk Enterprise	Zendesk Enterprise
Knowledge Base Dashboards	<div></div>	<div></div>	<div></div>	<div></div>
Community Dashboard	<div></div>	<div></div>	<div></div>	<div></div>
Calls Dashboard	<div></div>	Zendesk Talk	<div></div>	Zendesk Talk
SLA Dashboards	<div></div>	Zendesk	<div></div>	Zendesk Explore
Telephony Agent Availability	<div></div>	Zendesk Talk --	<div></div>	Zendesk Talk --
ZIA Dashboard	--		<div></div>	Zendesk Explore
Global Analytics (All Departments)	--	--	<div></div>	
Prepopulated Reports	<div></div>	<div></div>	<div></div>	<div></div>
Blueprint Dashboard	--	--	<div></div>	--
Radar Mobile App (for managers) for iOS and Android	<div></div>	--	<div></div>	--

\*All information in the document is based on publicly available data.



# Extensibility

200+ apps and counting

Zendesk leads us in terms of the number of add-ons, but we are quickly catching up. We launched Marketplace for Zoho Desk very recently, and have already reached close to 200 apps. We’re looking to quickly grow this number with a dedicated team that’s focused on bringing in more apps for Zoho Desk. But extensibility is also allowing you to export and import data. This can be crucial during your day-to-day support operations. When our team tried to understand if Zendesk provides any export, import, or data backup features, we couldn't find anything on the internet, whereas Zoho Desk has been offering these features for a while now. You are allowed to do two data back ups per month for free, and you have export/import options in the product setup screen. If you want to migrate data from another help desk, we have a feature called Switch that simplifies the entire process.

Features	Zoho Desk Professional	Zendesk Professional	Zoho Desk Enterprise	Zendesk Enterprise
Two-way sync with Zoho CRM	<div></div>	One-way sync	<div></div>	One-way sync
Two-way sync with Salesforce	<div></div>	<div></div>	<div></div>	<div></div>

\*All information in the document is based on publicly available data.

Features	Zoho Desk Professional	Zendesk Professional	Zoho Desk Enterprise	Zendesk Enterprise
Integration with Zoho Pagesense	<div></div>	--	<div></div>	--
Integration with Zoho Analytics	<div></div>	<div></div>	<div></div>	<div></div>
Integration with Zoho BugTracker	<div></div>	<div></div>	<div></div>	<div></div>
Integration with Zoho Books	<div></div>	<div></div>	<div></div>	<div></div>
Integration with Zoho Invoice	<div></div>	<div></div>	<div></div>	<div></div>
Integration with Zoho Cliq	<div></div>	--	<div></div>	--
Integration with Zoho SalesIQ	<div></div>	--	<div></div>	--
Remote support with Zoho Assist	1 Free User	<div></div>	1 Free User	<div></div>
SMS Add-on	<div></div>	Zendesk Talk	<div></div>	Zendesk Talk
PhoneBridge for Call Centers	<div></div>	Zendesk Talk	<div></div>	Zendesk Talk


\*All information in the document is based on publicly available data.

Features	Zoho Desk Professional	Zendesk Professional	Zoho Desk Enterprise	Zendesk Enterprise
Integration with Atlassian Jira	●	●	●	●
Integration with GSuite	●	●	●	●
Integration with WhatsApp	Beta	●	Beta	●
Integration with Slack				
Integration with Unbabel	●	●	●	●
Integration with Active Directory	●	●	●	●
Integration with Zapier	●	●	●	●
Zoho Marketplace for Zoho Desk	●	●	●	●
Public Extensions				
Private Extensions				
Zwitch (Switch to Zoho Desk from other Help Desk Software)	●	●	●	●
	●	●	●	●
	●	Add-on	●	Add-on

Features	Zoho Desk Professional	Zendesk Professional	Zoho Desk Enterprise	Zendesk Enterprise
Data				
Administration	●	If requested	●	If requested
Export Data	●	--	●	--
Import Data	●	--	●	--
Import History Data Backup (Free)	2 backups per month	--	2 backups per month	--
Data Backup (Paid)	10/request	--	10/request	--
Developer Tools				
Mobile SDK	●	●	●	●
API	●	●	●	●
Domain Mapping	●	●	●	●
Agent Single Sign-on via third-party platforms	●	●	●	●
Third-party integrations				
Remote Authentication	●	●	●	●
	●	●	●	●

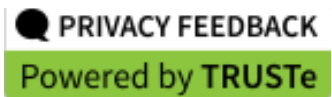
\*All information in the document is based on publicly available data.

# Security and Privacy

 At Zoho, security is our first priority. Our data centers are hosted in secure facilities protected from physical and logical attacks. Our customers' data remains safe behind the walls of network security practices. We're careful who has access to this data and have stringent people processes with regular audits. Our systems and data infrastructure have been designed and built with the capability to ensure business continuity at all times. Our distributed grid architecture will ensure that a server failure will not impact our services.

Zoho has earned ISO/IEC 27001:2013 certification for Applications, Systems, People, Technology, and Processes. Zoho is also SOC 2 Type II compliant.

At a product level, you will notice that Zoho Desk lets you strike a balance between protecting customer data and giving your team enough flexibility. With roles and profiles, field level permissions, and data sharing rules, you can restrict the kind of support data that an individual in a particular role is able to view or edit.



# Talk to our experts

We know that poring over hundreds of features is no easy task. To help you get a sense of Zoho Desk's capabilities, we're organizing a live demo. All you need to do is register your interest [here](#) and our folks will reach out to you for scheduling a one-on-one session for your team.

We'll be happy to tailor this demo according to your organization's requirements. Feel free to tell us about your challenges and customer service goals during the call. The more information you share, the easier it'll be for us to help you out. We understand that there are a lot of features and it's easy to miss a few important ones that might be just the ones your company needs.

# Looking to migrate from Zendesk?

Over the last couple of years, we have been noticing that a lot of businesses are moving to Zoho Desk from Zendesk. So much that our migration team has their hands full most of the time. If you're one such business looking to migrate from Zendesk, we've made it easy for you to do that.

Head to the setup screen in Zoho Desk and look for the option Zwitch under the Data Administration heading. All you'll need to do is enter your Zendesk URL, the credentials you use to login to your Zendesk account, the URL of the XML export file you've received from them, and specify the modules you wish to migrate. This gets forwarded to our migration team, who will help you perform the migration from the back-end.

To read more about how you can "zwitch" to Zoho Desk, head to this [link](#).

Zwitch

Migration Details

Migrate From

Zendesk

Zendesk URL

https://zylker.zendesk.com

e.g: http://zillum.zendesk.com or https://zillum.zendesk.com

Email

yoda@zylker.com

Password

.....

?

Full XML Export URL

https://zylker.zendesk.com/expirable\_attachments/token,

Zoho Desk Credentials

Zoho Desk Email

yoda@zylker.com

Zoho Desk Password

.....

?

What to migrate?

Specify the modules to be migrated from Freshdesk

☐ Agents

☒ Tickets

☒ Contacts & Companies

☐ Articles

?

Submit

Cancel

# Walk into the Trial Room

If you prefer to do the research by yourself, we totally get it. We've put together a comprehensive hub of resources called the [Trial Room](#). It has a collection of guides, product tours, and help articles. Here are a few articles that might interest you:

- [Top things to do in your first session in Zoho Desk](#)
- [Logging back in to Zoho Desk: Things to do in your second session](#)

There are more resources here that you might find useful. We recommend that you head over [to our YouTube Channel](#) for more useful content while you evaluate Zoho Desk.


# Fits you like a glove

Many renowned organizations across the globe use Zoho Desk to respond to their customers promptly, support them across multiple channels, and improve their ticketing experience.

Whether you're a small company, a mid-sized business, or a large enterprise, Zoho Desk has just the right mix of capabilities to work for you. A startup will find the Standard Plan useful, which provides you with email, a help center, and social media channels.


Freelancers who wear multiple hats will appreciate the free plan—they need to pay nothing to get their support started. A mid-market company will find the Professional Plan suits them well, and a large company will find the Enterprise Plan perfect for their requirements.

The Enterprise plan offers capabilities to deal with challenges that arise with such a large scale. A.I., process automation, multi-branding, a host of built-in and customizable reports and dashboards, multiple schedules of business hours, and lot of other features here work in a way to help you manage multiple teams sitting across different geographies.



Daniel Idikayi  
Systems Manager

At the most fundamental level, Zoho Desk enables us to receive requests from our teams and help them in a timely manner. We love the ability to have a self-service portal where they can look up FAQs and find answers to common questions instantly.



Felipe Quiceno  
Gerente Analitico Segmento Personas

Our company has been trying a lot of help desk apps for a long time, always feeling that something is missing, Zoho Desk helped us to change that.



Swaroop Naik  
Senior Manager - Software Development

We analysed other products in the market but Zoho Desk blended into our organization structure better than anything else.

# Here's some accreditation from the industry

