

Explore Professional



What is Zendesk Explore?

Zendesk Explore provides analytics for businesses to measure and improve the entire customer experience.

We know that building the best customer experience works better when it's driven by data. With Zendesk Explore, you get instant access to the customer analytics that matter - and the deeper understanding of your customers and business that comes with it.

Explore Professional Features

- Customizable charts & dashboards
- 20+ chart styles and 500+ customizations
- Editable metrics & attributes
- Calculations & Result Manipulations
- Custom filters & drill-ins
- Forecasting & 'what-if' analysis
- Sharable dashboards & scheduled delivery
- Hourly data refresh

Why Zendesk Explore Professional?

Zendesk Explore Professional brings powerful customer analytics to your business to help you analyze the metrics that matter.

With Explore Professional, you can move beyond pre-built reporting and make Explore your own. Explore Professional gives your business the flexibility to build custom metrics, charts, and dashboards. Choose from over 20 different chart types and take advantage of 500+ customizations to build reporting relevant to your business, without writing a single line of code. You'll unlock powerful collaboration features too, so everyone in your organization can make data-driven, customer-focused decisions

Businesses using Zendesk Explore Professional typically see 44% faster resolution times and 66% lower wait times on average.

"Since I've started building queries and dashboards in Explore, I've managed to solve for all of the pain points I had with reporting. Turns out, the main things I needed are things you were already thinking about!"

– Justine Matison

Director of Customer Service, Lever



Explore Professional integrates seamlessly with every Zendesk channel



Analyze key ticket volume metrics and every update on a ticket



Report on chat volumes and agent contributions



Dig deep into key call center and agent activity metrics



Analyze the impact self-service and knowledge capture has on your support efforts

Sign up for a free 30 day trial at

www.zendesk.com/explore

Explore Professional

\$9

Per agent / month with
annual billing

\$12

Per agent / month with
monthly billing

Get started today

Over 7,000 businesses have selected Zendesk Explore to power their customer analytics.

