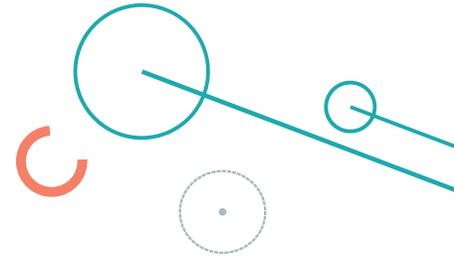# zendesk + thankful
Top 10 Use Cases

Wouldn't it be nice if you woke up tomorrow and 30%+ of your customer inquiries were already taken care of?

Zendesk works with Thankful so brands can leverage AI automation while continuing to operate within their existing helpdesk. Human agents are freed from repetitive transactional tasks and can focus on high value customer service interactions.

Here are the Top 10 ways tech stacking the two solutions makes life better:

1. ## Save Time & Agent Resources
   Zendesk customers that use Thankful have seen first hand how automating 50,000 tickets a month can save up to 3,000 human hours of work. Regardless of ticket volume, adding Thankful to your Zendesk resolves high volumes of tickets and saves your organization time and resources. You will improve your customer service center by bringing technology and humans together in the same place!

2. ## Simplify CX
   Reduce the friction of coordinating multiple systems. Thankful seamlessly integrates with Zendesk, COTS or home built OMSes, ecommerce platforms, shipping carriers, and other business technologies to automatically look up customer information; giving both the customers and human agents a thorough, personalized, and quick resolution.

3. ## Autoscale
   Leveraging Thankful's AI Agent within Zendesk allows for autoscaling capabilities for hyper-growth, seasonal rushes, and daily fluctuations, creating elasticity when it's needed most.

4. ## Have Empathy
   Thankful's out of the box deep learning AI is pre-trained in your company vertical, allowing for amazing understanding that continues to improve overtime as our inhouse AI training specialists review your unique tickets. Customer service has a never-ending amount of nuance; you can treat each customer individually and take the appropriate action as example:

   a. *'Please cancel my order asap'*
      Resolution: Cancel it quickly so they get their refund fast and your brand doesn't pay for bi-directional shipping.

   b. *'I love your brand but I need to cancel because its too expensive'*
      Resolution: Offer a discount to retain that customer.

5. **Empower Your Agents with Agent Assist**

   Since Thankful works natively inside Zendesk, it's intelligent AI can intelligently route, and prioritize incoming requests, and gather key customer data to await the agent when they are ready to engage.

6. **Don't Leave Your Customers Hanging**

   Waiting in a chat queue for a human is THE worst. Quickly resolve most common customer inquiries with your AI agent across all written channels in just seconds 24 hours a day 7 days a week, and transfer the more complex and unique inquiries to a human agent.

7. **Translation**

   Translating over 100 languages, Thankful can directly engage or support your agents with immediate language translation.

8. **Be Where Your Customers Need You**

   Today's customers demand consistent and fast resolutions across all written channels, including chat, SMS, and most definitely email! Thankful supports all your multi-channel service needs with ease.

9. **Lean on Expert Client Success Managers**

   Thankful's customer service AI Expert identifies the best opportunities for automation and builds engagements that get results and please customers. Work together to review and iterate over time as your business needs change.

10. **Reporting**

    Turn unstructured CX data into actionable insights! Every AI engagement is measured within Zendesk, allowing for a single unified view of your analytics.

SCHEDULE A DEMO!

thankful