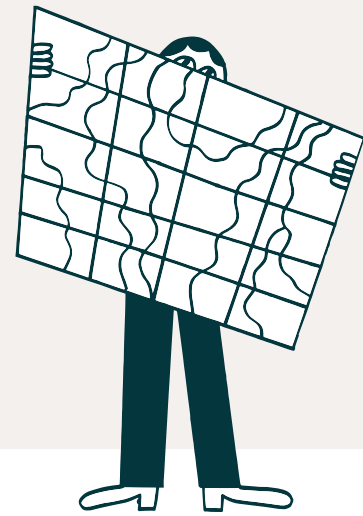


Zendesk Explore migration services

Service offerings from the Zendesk team to help your business move from Insights to Zendesk Explore



We've got you covered

The Zendesk team is here to lend a helping hand as your business makes the move to Zendesk Explore. We understand that change is hard and have developed a variety of options for your business to more easily make the move to Zendesk Explore. We have designed these options with every type of customer in mind. From those who prefer a self-paced upgrade to those who want to outsource the migration to our dedicated professional services team and every scenario in between.

Zendesk experts are here to help with your migration

Our Zendesk Explore migration services will help your business move your custom reports and dashboards to Explore. There are two customizable managed service offerings that your business can choose from:

Custom Report Migration

This package includes:

- Replication of Custom Reports
- Quality assurance review
- Go-live review
- On-Demand Training: Zendesk Explore, I

Custom Metric Migration

This package includes:

- Recreation of Custom Metrics
- Quality Assurance Review
- Go-Live review
- On-Demand Training: Zendesk Explore, I

Pricing can be tailored to fit your needs. Use the following matrix to determine the level of service your team needs.		Custom Reports		
		Small (1-25 reports)	Medium (1-50)	Large (1-100)
Metrics	None	\$2,500	\$3,250	\$4,000
	Small (1-25)	\$3,500	\$4,250	\$5,000
	Medium (1-50)	\$4,250	\$5,000	\$5,750
	Large (1-100)	\$5,000	\$5,750	\$6,500

Benefits of Explore Migration Services:

- Leave it to the pros: Get expert help with your upgrade so you can focus on your core job responsibilities
- Significantly reduce the time and effort required to upgrade your reports and metrics to Explore
- Get up and running quickly with minimal disruption
- Work with our team to audit your instance and ensure you're only bringing relevant reports to Explore

Looking to self-upgrade? We've got that covered too

Our training offerings will help your business make the most of Zendesk Explore, equipping you with a solid foundation of knowledge and best practices. We offer two training courses for Explore:

Zendesk Explore, I	Zendesk Explore, II
<p>Topics:</p> <ul style="list-style-type: none">• Get to know Explore• Navigate Explore and its pre-built dashboards• Create custom queries• Add, customize, and share dashboards <p><i>Included: Insights to Explore module</i> that bridges the gap for current Insights users who are looking to learn the main differences between Explore and Insights.</p>	<p>Topics:</p> <ul style="list-style-type: none">• Create your own datasets• Deeper query customizations• Use result manipulations to change query results• Building your own calculated metrics and attributes• How to use advanced filters on your dashboards

Explore courses are available in a variety of formats to meet your needs

ON-DEMAND	VILT	PRIVATE (REMOTE)
<p>\$249 USD</p>	<p>\$349 USD</p>	<p>\$1,000 USD</p>
<p>You can view this course on our training platform at your own pace for 30 days.</p> <p>Duration: 2 hours Format: On-demand, pre-recorded</p>	<p>An instructor-led course where your team has the ability to ask the instructor questions as you progress through the training.</p> <p>Duration: 2 hours Format: Conducted online by a live Zendesk instructor (Recordings are not provided)</p>	<p>Highly-interactive training for learners with moderate to complex use cases, medium to large groups, or for those who learn better one-on-one.</p> <p>Duration: 2 hours Format: Remote, private session with a Zendesk instructor</p>

Benefits of training:

- Jumpstart your Explore upgrade with foundational to advanced product knowledge
- Training available in various formats to fit any learning style or preference
- Guarantee easy onboarding to Explore to start seeing ROI fast

Additional details about Explore training and services can be found at training.zendesk.com