10 Reasons You Need a Zendesk Health Check
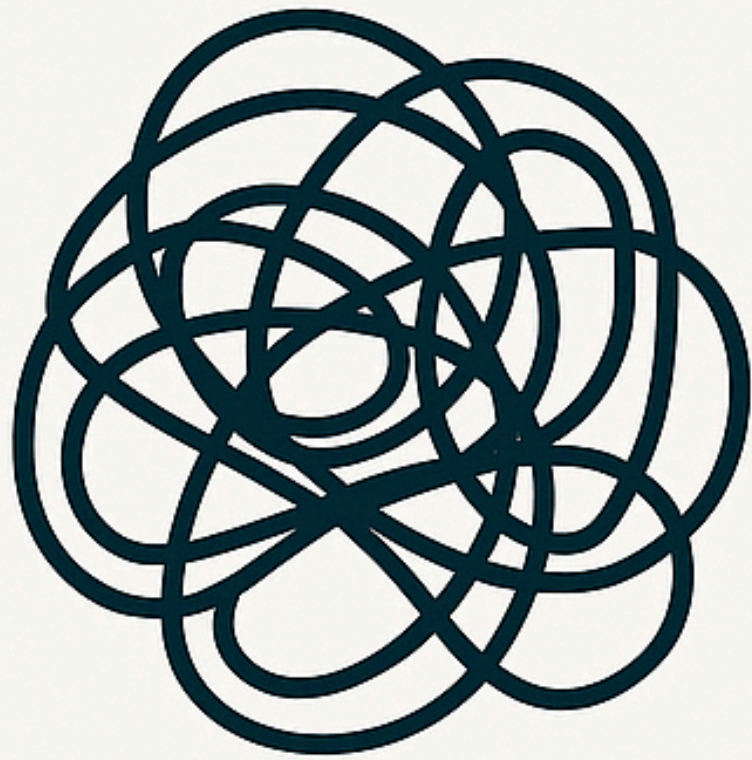
Make Zendesk faster, smarter, and more secure.

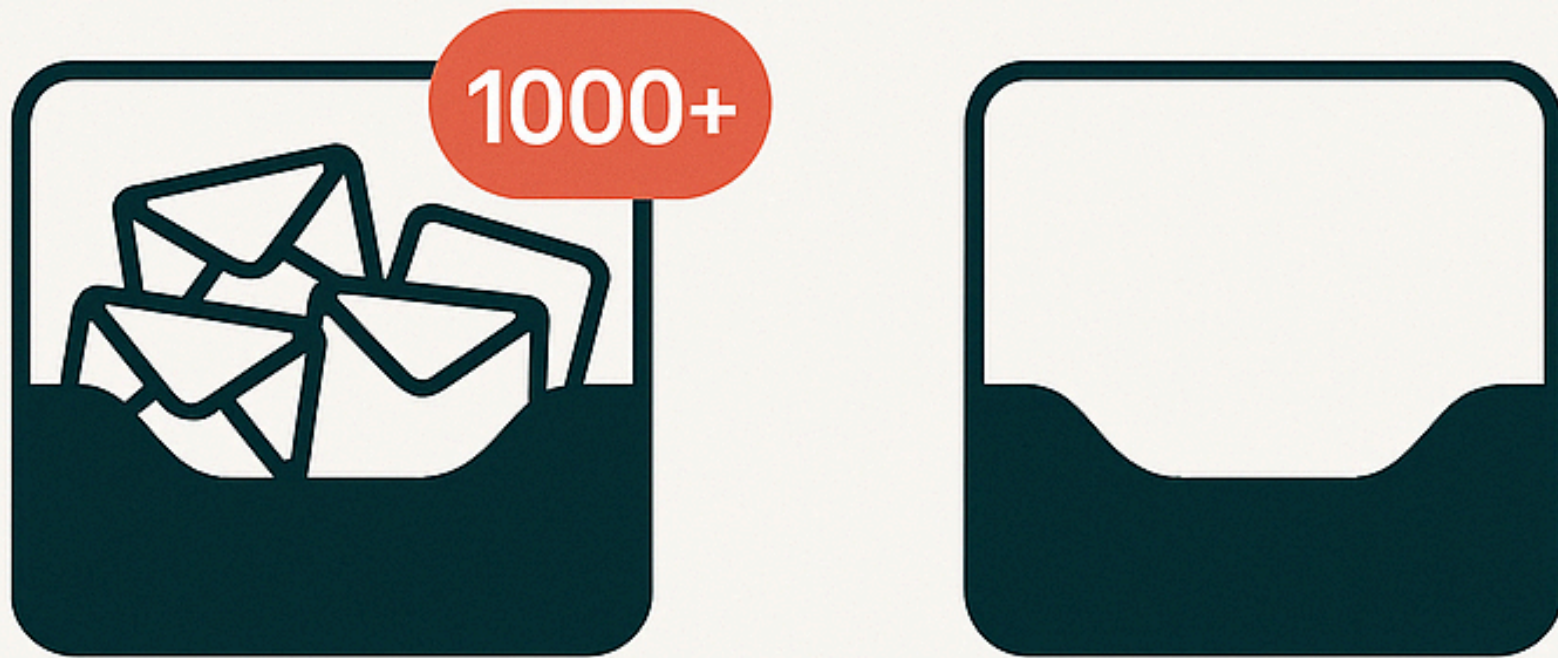# 1 Outdated Business Rules

Triggers, automations, and macros pile up – causing conflicts and confusion.

2 Rising Ticket Backlog

1000+

Tickets slip througgh the cracks without the right reminders and workflows.

3 Poor SLA Compliance

OVERDUE

Missed first replies and overdue resolutions damage customer trust.

a little bit of ZEN.

4. Agent Frustration

Cluttered views and outdated macros slow your team down.

5. Security Risks

Inactive accounts, weak passwords, and unused tokens leave doors open.

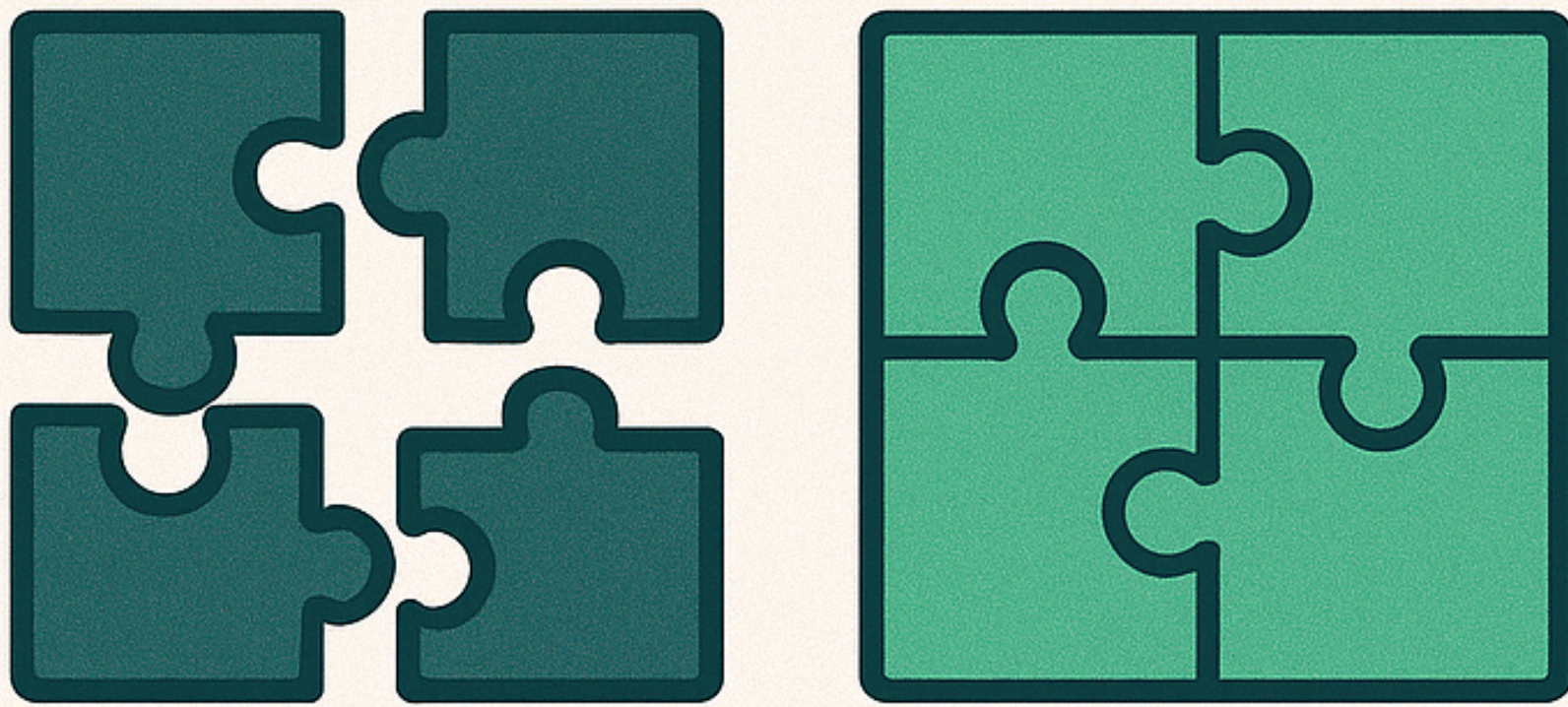# 6. Wasted License Spend
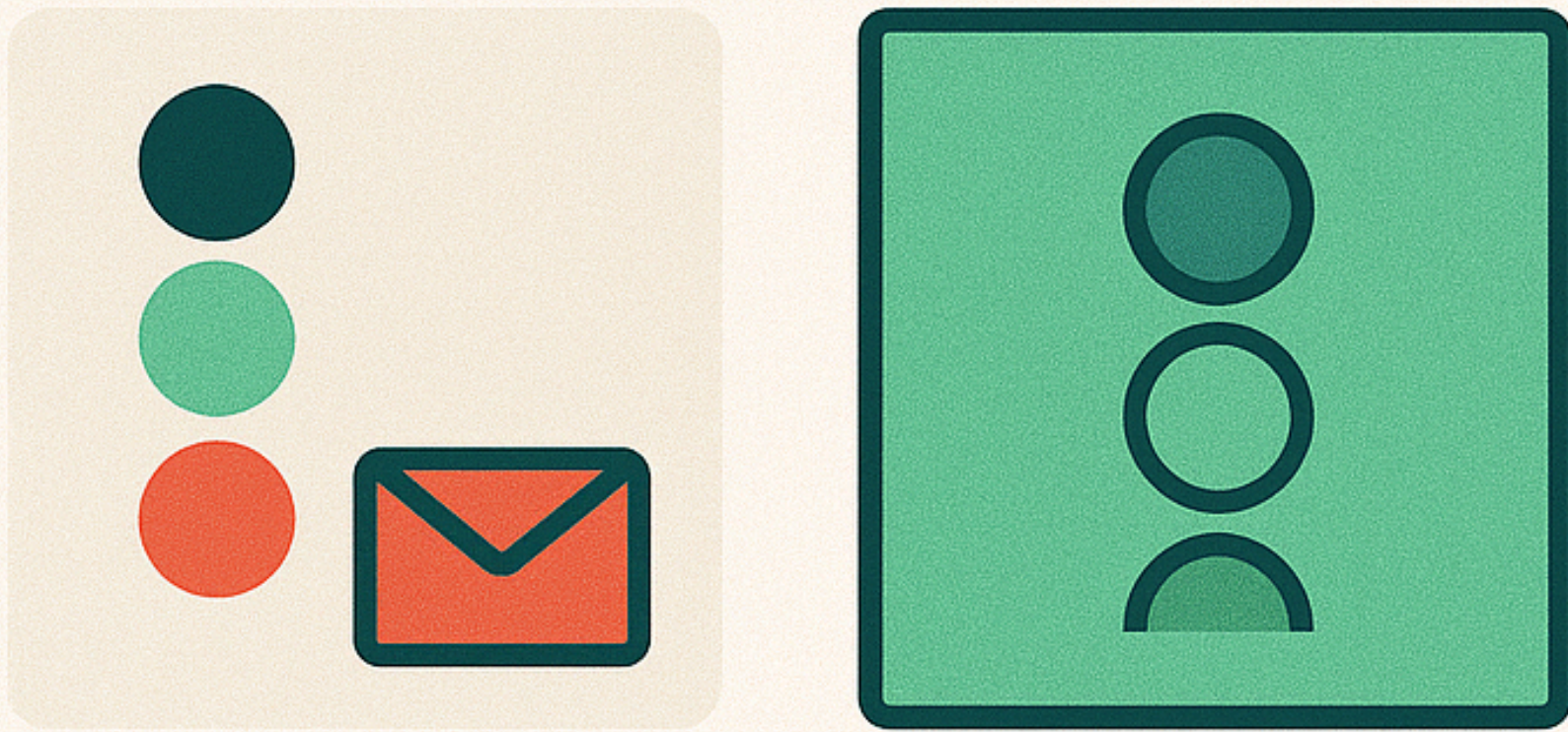
Paying for inactive agents or unused features drains budget.

7. Integration Chaos

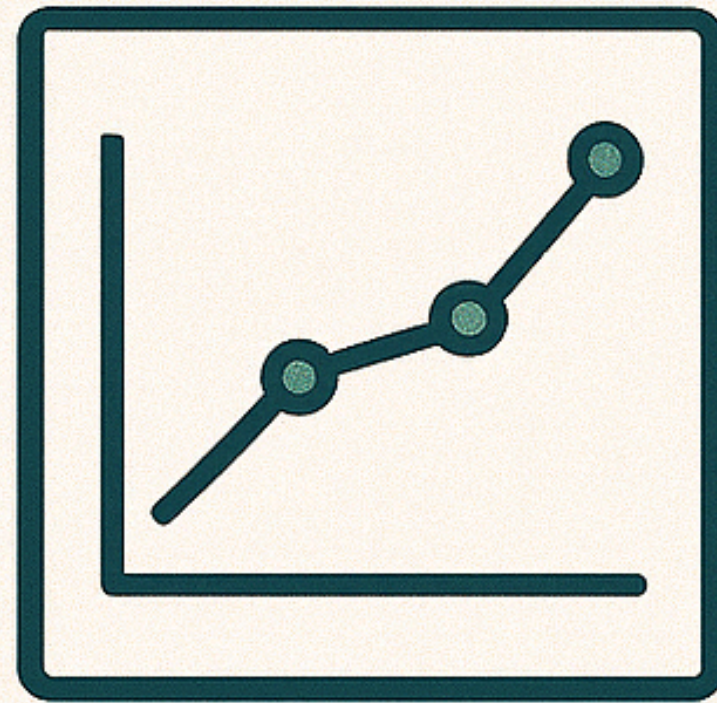Unused apps and broken integrations create noise, not value.

8. Brand Inconsistency

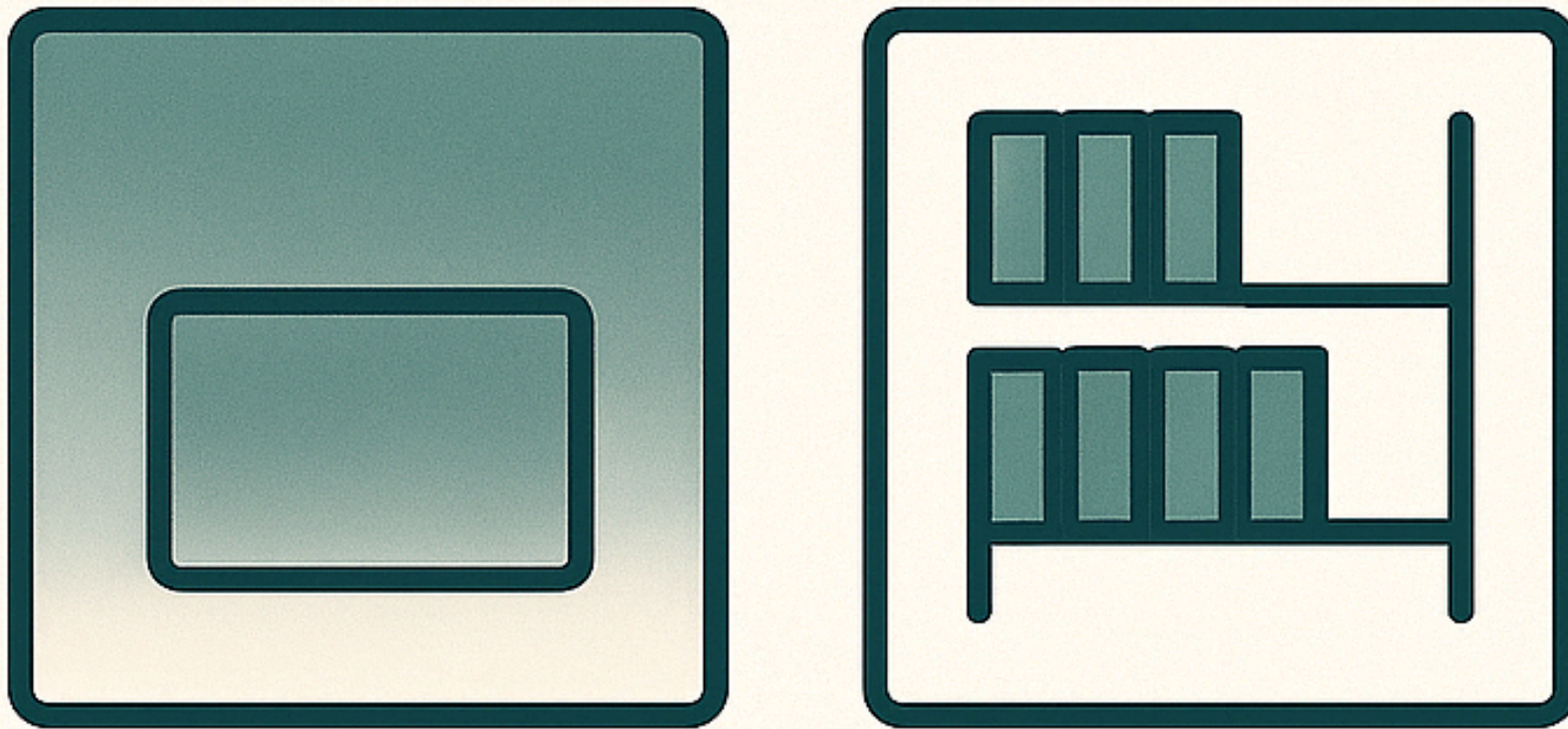Generic emails and unbranded Help Centers weaken your image.

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9. Missed Reporting Insights

Dashboards may not reflect the KPIs that matter most.

10. Knowledge Base Gaps

Outdated or missing articles force customers to open tickets unnecessarily.

When was your last Zendesk Health Check?

Optimise Zendesk.
Save time.
Delight customers.

Book your Health
Check today →

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✉️ contact@a-little-bit-of-zen.com

📅 Book a call

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