

Zendesk Resolution Blueprint

The data is compelling. According to the Zendesk CX Trends 2025 report, companies effectively using AI see:



Use this blueprint as your checklist to turn AI plans into lasting results by repairing workflows, scaling with quality, and shifting to predictive insights.

Workflow optimization



For CX, IT, and HR leaders untangling complexity and fixing broken resolution paths.

Routing & automation

- Audit existing macros, triggers, or workflow rules for duplication or outdated logic.
- Automate ticket classification using AI or rule-based triage, evaluating intent, sentiment, and language.
- Fix routing conflicts by mapping clear escalation paths, roles, and responsibilities.

Knowledge management

- Build and maintain a dynamic knowledge base using historical support tickets, FAQs, and relevant business context.
- Integrate external documentation sources such as Confluence, SharePoint, or Google Drive.
- Enable smart search capabilities that surface relevant answers quickly for both consumers and agents.
- Empower both human and AI agents to access live answers from your knowledge base.

Cross-functional loops

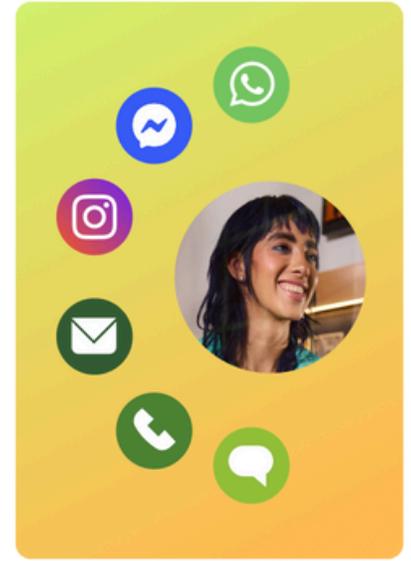
- Tag tickets to trigger automatic creation or updates in tools like Jira.
- Automate handoff to collaboration platforms such as Microsoft Teams or Slack.
- Share weekly resolution metrics and insights with leadership via dashboards or reports.

Optimize workflows with Zendesk

- **Admin Copilot:** Helps fix routing conflicts and surface intelligent routing suggestions.
- **Intelligent Triage:** Automates ticket classification using AI.
- **Action Builder:** Automates cross-tool ticket creation and collaboration handoffs.
- **Knowledge Builder & Knowledge Connectors:** Create and expand knowledge bases, connect to external docs.
- **Generative Search:** Deliver instant, relevant knowledge at the top of search results.

Metrics to track

- Routing accuracy percentage
- Reduction in escalations
- Agent time saved



High-volume support



For Contact Center leaders scaling through spikes, seasonal agents, or viral demand.

AI & agent blend

- Deploy AI agents across channels such as messaging, email, and voice to automate responses.
- Pilot video calling for complex troubleshooting or training use cases.
- Auto-generate new knowledge articles for trending or emerging issues using generative AI tools.
- Remove friction by making it easy to hand issues from AI agents to a human agent when needed.

Onboarding & training

- Use AI-assisted coaching tools or simulations to accelerate new agent ramp-up.
- Provide just-in-time learning modules such as micro-videos or step-by-step guides accessible within your support platform.

Customer continuity

- Enable omnichannel customer context sharing so agents can see prior interactions regardless of channel.
- Offer proactive outreach capabilities to contact customers before issues escalate.
- Automate SLA-based notifications and alerts aligned with customer priority to ensure timely response.

Scale support with Zendesk

- **AI Agent:** Automates interactions across multiple channels including messaging and email, with upcoming voice support.
- **Knowledge Builder:** Creates new articles automatically from trending issues.
- **Video Calling:** Supports complex troubleshooting via live video.
- **QA:** Improves quality & speeds up onboarding with transparent feedback and coaching tools.

Metrics to track

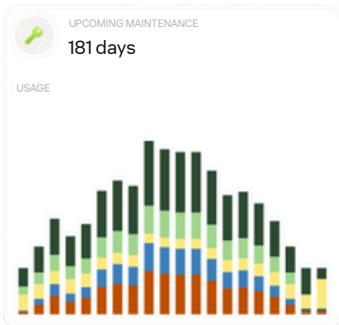
- Automated resolution rate
- First contact resolution
- Average handle time
- Seasonal ramp time
- Internal quality score (IQS)

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Data-driven decisions

Asset visibility & control

- Implement an IT asset management solution to track and manage all company-issued hardware.
- Display asset data within tickets to give agents contextual information instantly.
- Monitor and report on device issues (e.g., batch hardware failures).

Predictive analytics

- Leverage intelligent analytics tools to detect outliers (e.g., long response times, repeated escalations).
- Use natural language processing to surface actionable trends from textual data in tickets, chats, and emails.
- Share predictive reports including trend summaries and risk forecasts with leadership.

Smarter decision-making

- Identify top drivers of support volume on a regular basis to prioritize process improvements.
- Establish “closed-loop” feedback cycles between customer support, product, IT, and HR teams.
- Automate data transfers and dashboards feeding into business intelligence tools for executive review.



For CX, IT, and HR leaders moving from static reports to predictive insights.

Data insights with Zendesk

- **Zendesk IT Asset Management:** Delivers real-time asset visibility inside support tickets, driving faster employee resolutions.
- **Admin Copilot:** Analyzes support metrics to spotlight performance outliers.
- **HyperArc:** Provides natural language insights and predictive analytics.
- **QA:** Spotlight analyzes conversations for churn risks or product feedback.
- **Real-Time Monitoring:** Analyzes ticket and agent performance real time. Identifies and sends alerts about anomalies.

Metrics to track

- Reduction in duplicate tickets
- Reduction in mean time to resolution (MTTR)
- Reduction in customer churn
- Time to detect systemic issues



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