






Enterprise to Professional Downgrade checklist





Product	Feature	Description	Suite Enterprise	Suite Professional	Comments
Support	Custom Roles	<p>Allows for the creation of custom roles and permissions, providing you with granular control over what each user can access and perform within Zendesk.</p> <p>Creating custom roles and assigning agents.</p>		<p>Limited to standard roles only.</p> <ul style="list-style-type: none">• Staff• Admin	<input type="checkbox"/> Completed

	Automatic email archiving	<p>Send all Zendesk email notifications privately to an address of your choice to keep a complete archive of communication.</p> <p>Archiving ticket email notifications</p>			<input type="checkbox"/> Completed
	Widget Unbranding	Remove the "Zendesk" branding from your widget. Available for both live chat and messaging.		"Powered by Zendesk" will be visible within the widget	<input type="checkbox"/> Completed
	Business Hours	Define business hours in Zendesk to let customers know your support availability.	1	Multiple	<input type="checkbox"/> Completed
	Audit Logs	View a detailed list of critical changes that have been made.			<input type="checkbox"/> Completed

	Standard sandbox	Try out features and workflows in a sandbox testing environment.			<input type="checkbox"/> Completed
	Premium sandboxes	Replicate your ticketing system configurations, customisations and metadata into a non-production environment for testing, development and/or training purposes.	Partial		<input type="checkbox"/> Completed
Talk	Call offering time limit	Choose the amount of time each agent gets to answer a call before it is placed back in the queue.			<input type="checkbox"/> Completed
	Call usage 99.95% uptime SLA	Receive usage credit to your account in the event of outages from our service provider.			<input type="checkbox"/> Completed

<p>Guide (Help Centre)</p>	<p>Structured Content</p>	<p>Organise your articles in multiple levels – including unlimited categories and sections – so it's easy for your customers to find what they need.</p>	<p>Up to 6 levels</p>	<p>Up to 2 levels</p>	<p><input type="checkbox"/> Completed</p>
	<p>Theme customisation</p>	<p>Use themes to control the look and feel of your help centres across multiple brands or products.</p>	<p>Advanced Standard + Custom + Marketplace + Multiple templates</p>	<p>Intermediate Standard + Custom + Marketplace Themes</p>	<p><input type="checkbox"/> Completed</p>
	<p>Multiple Help Centres</p>	<p>Support multiple brands, products, service tiers or regions.</p>	<p>Up to 300</p>	<p>Up to 5</p>	<p><input type="checkbox"/> Completed</p>

	Search	Empower customers with the information they need by extending help centre search across the resources they need.	Federated search for multiple help centres + community forums	Help centre + community forums	<input type="checkbox"/> Completed
Knowledge Management	Bulk actions	Update various article properties, such as labels and permissions, for multiple articles all at once.	Advanced	Intermediate	<input type="checkbox"/> Completed
	Approval and publishing workflows	Designate content editing and publishing permissions across your team, and solicit team input by assigning article updates.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Completed

	Scheduled publishing and verification	Keep your content up to date through its lifecycle with scheduled publishing, unpublishing and verification intervals.			<input type="checkbox"/> Completed
	Content blocks	Create, manage and update content that is reusable and can live across multiple articles or help centres.			<input type="checkbox"/> Completed
AI Agents	Included automated resolutions	Each plan includes a set number of automated resolutions for AI agents, allowing AI agents to autonomously resolve customer issues without human intervention.	15 ARs per agent/month	10 ARs per agent/month	<input type="checkbox"/> Completed

Agent Workspace	Custom Layouts	Arrange and resize components to create workspaces that dynamically update based on the context of a ticket, so agents can focus on the task at hand and find information faster.	Up to 20 layouts	Up to 1 layout	<input type="checkbox"/> Completed
	Custom agent statuses	If your workflow requires more statuses than the default four (online, away, transfer only and offline), you can create a limited amount of customized statuses available to all agents on your account.	Up to 100	Up to 5	<input type="checkbox"/> Completed
	Dynamic, contextual workspaces	Contextual workspaces enable admins to present ticket tools and features based on specific workflows.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Completed

Collaboration Tools	Light agents	Give team members limited access to tickets without paying for more seats. They can read tickets and provide input by adding private comments.	Up to 1000	Up to 100	<input type="checkbox"/> Completed
Workflows	Ticket sharing between multiple Zendesk accounts	Create workflows that share tickets between multiple Zendesk accounts.	Automated	Available via manual share	<input type="checkbox"/> Completed
	Guided mode	Line up tickets for agents to work through and guide them from one ticket to the next. This prevents cherry-picking and helps speed up response times and handle times.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Completed

Automations & Intelligence	Business rules analysis	In-depth analysis of how a given ticket property is used across your triggers, automations, macros and ticket views.	✓	⊘	<input type="checkbox"/> Completed
	AI-powered Content Cues	Content Cues helps you create relevant help centre articles by automatically identifying common topics from customer requests.	✓	⊘	<input type="checkbox"/> Completed
Reporting & Analytics	Scheduled dashboard delivery	Schedule and automate the delivery of reporting dashboards.	Zendesk users & end-users	Zendesk users only	<input type="checkbox"/> Completed

	Dashboard sharing	Share relevant dashboards to keep teammates and stakeholders in the loop about key insights and trends.	Zendesk users & end-users	Zendesk users only	<input type="checkbox"/> Completed
	Customisable live dashboards	Create custom live dashboards for real-time insights.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Completed
	Visual data alerts	Set threshold alerts to visually understand when teams are under a heavy load.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Data	Data storage	<p>Storage consumed by pre-configured and custom objects in Zendesk.</p> <p>Every Zendesk account includes 10GB of data storage in addition to a per-agent amount of storage based on plan type.</p>	10 GB + 200 MB/agent	10 GB + 100 MB/agent	<input type="checkbox"/> Completed
	File storage	Storage of files attached to Zendesk objects, like email attachments in a ticket.	10 GB + 10 GB/agent	10 GB + 5 GB/agent	<input type="checkbox"/> Completed
	Custom objects	Store and connect new data sources, like products and order history, for greater	Up to 50 objects (10 lookup fields/object)	Up to 30 objects (10 lookup fields/object)	<input type="checkbox"/> Completed

		context about your customer.			
	External events	Capture every customer interaction – like shopping cart, web or mobile activity – from third-party applications to get a dynamic view of the customer journey.	Up to 750K/month	Up to 350K/month	<input type="checkbox"/> Completed
Sunshine Conversations	Monthly Active Users per month	Monthly Active Users or 'MAU' is the total number of End-Users engaged in any number of sent or received messages or events within the Sunshine Conversation Service in the month.	1,000 included (USD \$50/pack of additional 2,500 MAUs)	1,000 included (USD \$50/pack of additional 2,500 MAUs)	<input type="checkbox"/> Completed

	Notifications per month	A Notification is an attempted or sent text, multimedia and structured messages to any supported Third-Party Messaging Platform via the Sunshine Conversation Notification API.	1,000 included (USD \$50/pack of additional 25,000 Notifications)	1,000 included (USD \$50/pack of additional 25,000 Notifications)	<input type="checkbox"/> Completed
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