**Enterprise to Professional Downgrade checklist**

| **Product** | **Feature** | **Description** | **Suite Enterprise** | **Suite Professional** | **Comments** |
| --- | --- | --- | --- | --- | --- |
| **Support** | Custom Roles | Allows for the creation of custom roles and permissions, providing you with granular control over what each user can access and perform within Zendesk.  [Creating custom roles and assigning agents.](https://support.zendesk.com/hc/en-us/articles/4408882153882-Creating-custom-roles-and-assigning-agents) | ✅ | Limited to standard roles only.   * Staff * Admin | * Completed |
|  | Automatic email archiving | Send all Zendesk email notifications privately to an address of your choice to keep a complete archive of communication.  [Archiving ticket email notifications](https://support.zendesk.com/hc/en-us/articles/4408893355418-Archiving-ticket-email-notifications) | ✅ | 🚫 | * 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 | * Completed |
|  | Business Hours | Define business hours in Zendesk to let customers know your support availability. | 1 | Multiple | * Completed |
|  | Audit Logs | View a detailed list of critical changes that have been made. | ✅ | 🚫 | * Completed |
|  | Standard sandbox | Try out features and workflows in a sandbox testing environment. | ✅ | 🚫 | * Completed |
|  | Premium sandboxes | Replicate your ticketing system configurations, customisations and metadata into a non-production environment for testing, development and/or training purposes. | Partial | 🚫 | * 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. | ✅ | 🚫 | * Completed |
|  | Call usage 99.95% uptime SLA | Receive usage credit to your account in the event of outages from our service provider. | ✅ | 🚫 | * Completed |
| **Guide**  **(Help Centre)** | Structured Content | Organise your articles in multiple levels — including unlimited categories and sections — so it's easy for your customers to find what they need. | Up to 6 levels | Up to 2 levels | * Completed |
|  | Theme customisation | Use themes to control the look and feel of your help centres across multiple brands or products. | Advanced Standard + Custom + Marketplace + Multiple templates | Intermediate Standard + Custom + Marketplace Themes | * Completed |
|  | Multiple Help Centres | Support multiple brands, products, service tiers or regions. | Up to 300 | Up to 5 | * Completed |
|  | 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 | * Completed |
| **Knowledge Management** | Bulk actions | Update various article properties, such as labels and permissions, for multiple articles all at once. | Advanced | Intermediate | * Completed |
|  | Approval and publishing workflows | Designate content editing and publishing permissions across your team, and solicit team input by assigning article updates. | ✅ | 🚫 | * Completed |
|  | Scheduled publishing and verification | Keep your content up to date through its lifecycle with scheduled publishing, unpublishing and verification intervals. | ✅ | 🚫 | * Completed |
|  | Content blocks | Create, manage and update content that is reusable and can live across multiple articles or help centres. | ✅ | 🚫 | * 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 | * 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 | * 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 | * Completed |
|  | Dynamic, contextual workspaces | Contextual workspaces enable admins to present ticket tools and features based on specific workflows. | ✅ | 🚫 | * 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 | * Completed |
| **Workflows** | Ticket sharing between multiple Zendesk accounts | Create workflows that share tickets between multiple Zendesk accounts. | Automated | Available via manual share | * 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. | ✅ | 🚫 | * 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. | ✅ | 🚫 | * Completed |
|  | AI-powered Content Cues | Content Cues helps you create relevant help centre articles by automatically identifying common topics from customer requests. | ✅ | 🚫 | * Completed |
| **Reporting & Analytics** | Scheduled dashboard delivery | Schedule and automate the delivery of reporting dashboards. | Zendesk users & end-users | Zendesk users only | * 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 | * Completed |
|  | Customisable live dashboards | Create custom live dashboards for real-time insights. | ✅ | 🚫 | * Completed |
|  | Visual data alerts | Set threshold alerts to visually understand when teams are under a heavy load. | ✅ | 🚫 |  |
| Data | Data storage | Storage consumed by pre-configured and custom objects in Zendesk.  Every Zendesk account includes 10GB of data storage in addition to a per-agent amount of storage based on plan type. | 10 GB + 200 MB/agent | 10 GB + 100 MB/agent | * 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 | * Completed |
|  | Custom objects | Store and connect new data sources, like products and order history, for greater context about your customer. | Up to 50 objects  (10 lookup fields/object) | Up to 30 objects  (10 lookup fields/object) | * Completed |
|  | 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 | * 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) | * 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) | * Completed |