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Practical Zendesk Administration Stafford Vaughan,Anton de Young,2014-05-15 Implementing the Zendesk customer service software as part of your company s operations can be time consuming but with the best practices and advice in this hands on guide you can shorten the procedure considerably You ll learn the purpose benefits and pitfalls of each Zendesk feature with examples of how to configure it to match your company s needs and processes Written by written by two experienced Zendesk product trainers this book is distilled from years of working in the trenches launching customer implementations and answering thousands of questions from participants throughout the world With it you ll be able to determine the best way to put Zendesk s vast potential to work for your

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[The Zendesk Handbook - Everything You Need To Know About Zendesk](#) Wesley Terrell, *The Zendesk Handbook - Everything You Need to Know about Zendesk* Wesley

Terrell, 2016-11-14 Wesley Terrell offers essential advice on must have Zendesk practical wisdom for managing the toughest problems any business or IT school doesn't cover While many people talk about how great it is to start a Zendesk initiative very few are honest about how difficult it is to run it Wesley Terrell analyzes the problems that confront leaders every day sharing the insights gained developing managing selling buying investing in and supervising Zendesk initiatives Amplifying business lessons with real life examples telling it straight about everything from idea to start competitors and cultivating to sustaining a management mentality Filled with trademark best practices and straight talk The Zendesk Handbook is invaluable for veteran IT entrepreneurs as well as those aspiring to their own new projects and ventures drawing from best

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