

CRM SCENE

Zendesk Architecture Review

A focused audit that turns support-system ambiguity into a prioritized roadmap.

PRIMARY OUTPUT

Current-state map, risk register, quick wins, delivery sequence, and a cleaner budget conversation.

BEST FOR

- Messy routing or unclear ownership
- Zendesk rebuild planning
- Automation and integration risk
- Leadership needs a practical roadmap

ENGAGEMENT FLOW

- Context capture
- Configuration and workflow review
- Findings readout
- Roadmap into implementation

HOW TO USE THIS PAGE

Share it before a scoping call so stakeholders align on fit, expected outputs, and the first practical next step.

Zendesk implementation, automation, integrations, and support operations.

<https://crmscene.com/services/architecture-review/>