Macros Reporting in Zendesk

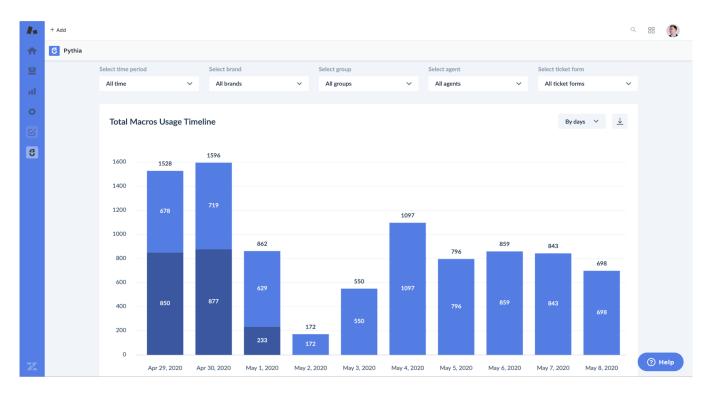## Product Overview

Pythia | May, 11 2020

Benefits

✓ Analyze global macros usage trends to understand productivity patterns and CSAT dependencies

✓ Track usage per macro level to keep knowledge assets up to date (i.e. deactivate outdated macros)

✓ View individual macros usage by agents to close knowledge gaps with tailored coaching

Features Overview

	Pythia	Zendesk
Unlimited statistics (data for last 120 days and more)	Yes	30 days only
Usage by attributes (brands, groups, agents, forms)	Yes	No
Usage per macro (by brands, groups, agents, forms)	Yes	Totals only
Attributes filters (by brands, groups, agents, forms)	Yes	No
Time filters (by periods - days, weeks, months)	Yes	No
Data export (csv files with friendly formatted tables)	Yes	No
Heatmap charts (smart trends and spikes visualization)	Yes	No

Product View

Works right inside Zendesk!

Pricing

CUSTOM SUBSCRIPTION

$100

/ 10k tickets /
month

Maximal pricing flexibility without
any access limitations for users.

PRICING EXAMPLE

Zendesk account has on average
50000 tickets per month (for last 12
months).

Subscription is **$500** per month
(50.000 / 10.000 * $100 = $500)

We provide 14-days free trial.

Pythia

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www.pythia.cc

hello@pythia.cc

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