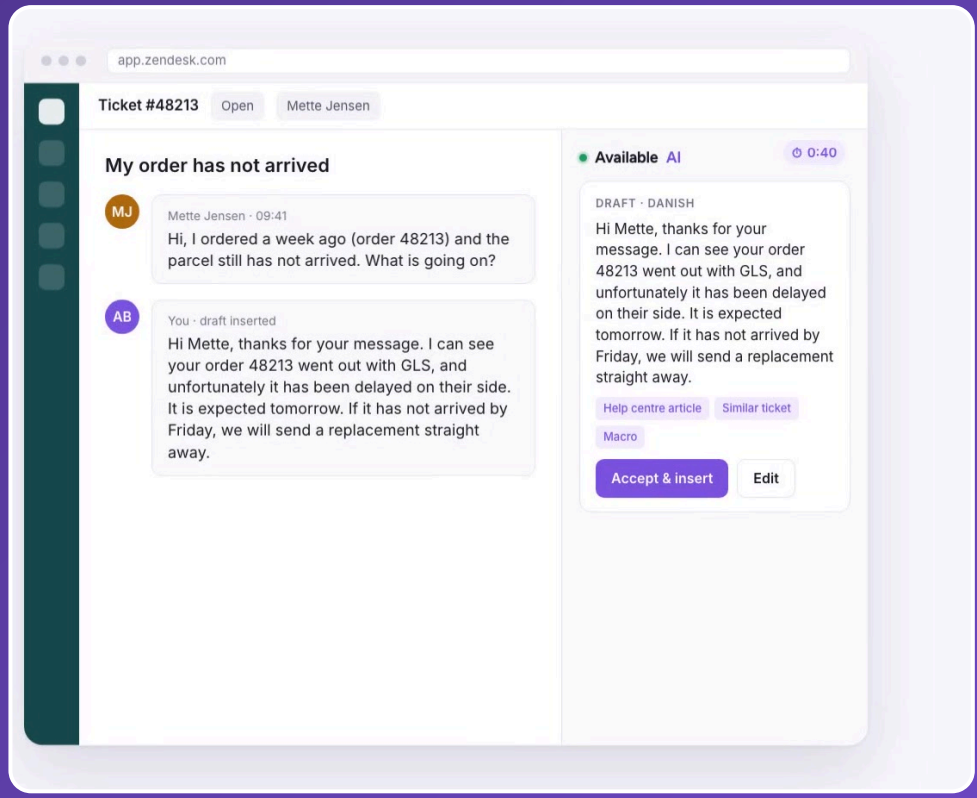
Available Assistant

An AI colleague that doesn't just answer. It solves the case.

AI Assistant knows your business. It builds on your Help Centre, past tickets, macros and website, and connects to the systems you run on. So it can look up the order, find the parcel with the carrier and start a return, instead of asking the customer to wait. You decide how much it may handle on its own.



- Next to the agent in Zendesk
- In your web chat
- 3,000+ integrations
- No seat licences

1 The problem

Agents spend their day re-writing answers that already exist

Searching instead of helping

The answer is in an article, a macro or a solved ticket. Finding it, and adapting it, takes most of the time.

Languages slow everything down

A German or Swedish ticket waits for the one colleague who can write it well.

“Where is my order?” all day

Order status, tracking and returns need a look in another system for every single ticket.

2 What changes with Assistant

A draft is waiting

Auto-draft means a grounded reply is ready when the agent opens the ticket, with its sources linked.

Any language, your words

Agents read and edit in their own language; the reply goes out in the customer's.

Orders handled safely

Lookups, tracking, cancellations and returns run through your systems, behind verification and a confirm button.

In use today

Figures from Available's platform, measured November 2026 across our customers. The ticket count includes the previous version of AI Assistant.

250,000+
tickets handled with AI Assistant

91%
of tickets where the agent used it ended with a reply

85%
of AI-written replies solved the ticket without a follow-up

8,600+
chats and tickets handled without an agent

3 How it works

1 Connect Zendesk and your knowledge

Help Centre, past tickets, macros and your website are read and kept up to date automatically. No developers needed.

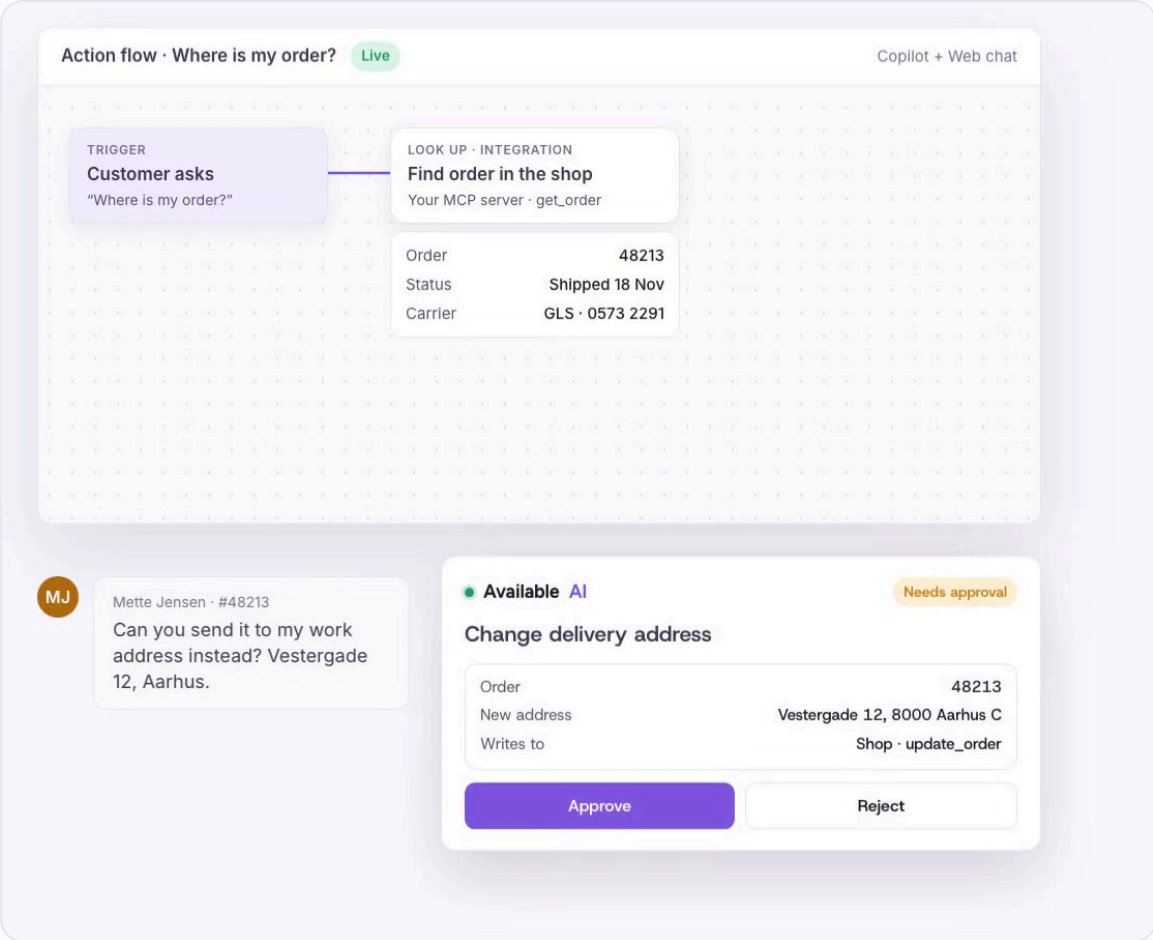
2 Connect your business systems

Order system, web shop, ERP or carrier: 3,000+ ready-made integrations, most connected in about a minute. You decide what it may see and do.

3 Let it handle the simple cases

When you're ready, it answers customers directly in chat and on selected tickets. The hard ones still go to a human.

See it working in the 1-minute film:
available.dk/en/produkter/film-og-datablade



4 What's inside

Grounded draft replies

Built from whole help-centre articles, similar solved tickets, macros and accepted answers.

Edit with a highlight

Shorten, rephrase, make friendlier or more formal. Only the highlighted words change.

“Where is my parcel?”

Finds the order and checks with the carrier where the parcel is right now, not just what the order system expects.

Returns and cancellations

Checks your rules and creates the return or cancels the order once the customer has confirmed.

“Do you have it in cotton?”

Searches your shop and shows products with image, price and stock. Sold out? It suggests something similar.

The Ask console

“Why did it write that on ticket 4812?” It explains, and proposes the smallest fix for you to apply.

Built to be trusted

Confirm before change

Cancellations and returns only run after the verified customer or the agent presses confirm, never from chat text.

Knowledge boundaries

Restricted articles never reach the public chat; each brand answers only from its own knowledge.

Honest failures

A failed lookup is reported as a failure, never as “no data”.

5 In practice

CUSTOMER STORY

Four in five chats handled by AI during Black Friday.

Zizzi, fashion retailer, customer story

- 79% of 880 chats handled by AI alone over two days of Black Friday
- 71% of all chats, more than 6,500, handled without an agent since June
- 89% of tickets where agents used the copilot ended with a reply; 73% of those sent exactly as written

Real figures from Zizzi's use of AI Assistant, June–November 2026. Black Friday: 16–17 November 2026.

PRICING

Pay for what you use. No per-agent seat licences: the sidebar app, web chat, portal, analytics, reports and Ask are included.

AI usage	**per token, 2× the AI provider's list price**
Action flow run	**2,00 DKK**
Action performed	**4,00 DKK**
Carrier tracking lookup	**0,60 DKK**

All prices in DKK excluding VAT. Every feature is opt-in; cost per ticket, chat and call is visible in the portal under Usage.

See Assistant with your own data

Works with Phone for live assist on calls, Transcriptions for voice tickets, and Command Center for adoption and coaching.

Book a demo | Watch the film | Data sheet