SAFE HARBOR

This presentation contains forward-looking statements, including, among other things, statements regarding our growth prospects; our ability to attract and retain customers to use our platform; our ability to innovate and provide a superior customer experience; our ability to successfully expand in our existing markets and into new markets; and our ability to effectively manage our growth and future expenses. The words such as “may,” “should,” “will,” “believe,” “expect,” “anticipate,” “target,” “project,” and similar phrases that denote future expectation or intent regarding our financial results, operations and other matters are intended to identify forward-looking statements. You should not rely upon forward-looking statements as predictions of future events.

The outcome of the events described in these forward-looking statements is subject to known and unknown risks, uncertainties, and other factors that may cause our actual results, performance, or achievements to differ materially, including (i) adverse changes in general economic or market conditions; (ii) our ability to adapt our customer service platform to changing market dynamics and customer preferences or achieve increased market acceptance of our platform; (iii) our expectation that the future growth rate of our revenues will decline, and that as our costs increase, we may not be able to generate sufficient revenues to achieve or sustain profitability; (iv) our limited operating history, which makes it difficult to evaluate our prospects and future operating results; (v) our ability to effectively manage our growth and organizational change; (vi) our ability to compete effectively in the intensely competitive market in which we participate; (vii) the development of the market for software as a service business software applications; (viii) our ability to sell our live chat software as a standalone service and more fully integrate our live chat software with our customer service platform; (ix) service interruptions or performance problems associated with our technology and infrastructure; (x) real or perceived errors, failures, or bugs in our products; (xi) our substantial reliance on our customers renewing their subscriptions and purchasing additional subscriptions from us; and (xii) our ability to effectively expand our sales capabilities.

The forward-looking statements contained in this presentation are also subject to additional risks, uncertainties, and factors, including those more fully described in our filings with the Securities and Exchange Commission, including our Annual Report on Form 10-K filed with the Securities and Exchange Commission on February 17, 2015. Further information on potential risks that could affect actual results will be included in the subsequent periodic and current reports and other filings that we make with the Securities and Exchange Commission from time to time.

Forward-looking statements represent our management’s beliefs and assumptions only as of the date such statements are made. We undertake no obligation to update any forward-looking statements made in this presentation to reflect events or circumstances after the date of this presentation or to reflect new information or the occurrence of unanticipated events, except as required by law.
BRINGING ORGANIZATIONS AND THEIR CUSTOMERS CLOSER TOGETHER
THE NEW AMPLIFIED VOICE OF THE INFORMED CUSTOMER HAS CHANGED THE DYNAMICS
AND CONSUMER EXPECTATIONS HAVE CHANGED DRAMATICALLY

INSTANT
TRANSPARENT
PERSONALIZED
UBIQUITOUS
ZENDESK, A NEW STANDARD FOR BUSINESS SOFTWARE

CLOUD (INTERNET)

DEMOCRATIZATION & CONSUMERIZATION

OMNI CHANNEL PLATFORM AGNOSTIC
ZENDESK EMERGES, A NEW GENERATION BEAUTIFULLY SIMPLE CUSTOMER SERVICE PLATFORM
DEVELOPMENT PLATFORM

• Over 270 public apps
• Broad developer ecosystem
• Channel for partners
• Product extensions
• Product experimentation
• Partner evaluation
Everything your customers need right where they need it

Embeddables seamlessly integrate Zendesk functionality into any native environment, allowing businesses to put help right at their customers’ fingertips. Using Zendesk Embeddables, companies can reach out and offer support, provide information, or start a conversation.
Let the kids experience the world on their own, and feel completely safe.

Trax is a GPS-tracker that lets you locate your children and pets - through a mobile App or computer. It’s smart, affordable and getting started is as easy as a breeze.

Order now!
VEHICLE INFORMATION

Tell us a little about your car.

Do you have a four door vehicle?

Yes

Make

Acura

Don’t see your vehicle listed? Email partnerssf@uber.com

Model

TSX

Year

Choose Vehicle Year

Uber always delivers quality, that’s why Uber vehicles must be in great condition. Cars must be free of visible body damage and have a clean interior.

- Four doors
- Clean title (no salvaged vehicles)

Please note: Recreational Vehicles (RVs) and 2-door cars are not permitted on Uber.
Introduced Web Widget
Tickets created by channel

Total new tickets created via each support channel.
<table>
<thead>
<tr>
<th>Segments</th>
<th>Zendesk Competitive Position</th>
<th>Competitors</th>
</tr>
</thead>
<tbody>
<tr>
<td>SMB Customer Service</td>
<td>Market Leader</td>
<td>Basic tools</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Gmail, Microsoft Excel 2010,</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Freshdesk, Salesforce</td>
</tr>
<tr>
<td>Mid-Market / Enterprise</td>
<td>Market Disruptor</td>
<td>Service Cloud, Oracle, RightNow</td>
</tr>
<tr>
<td>Customer Service</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employee Service Desk</td>
<td>Market Alternative</td>
<td>ServiceNow, BMC Software, HP</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CUSTOMERS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-----------</td>
<td>---</td>
<td></td>
</tr>
<tr>
<td><strong>INTERNET</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><img src="image" alt="OpenTable" /></td>
<td><img src="image" alt="Dropbox" /></td>
<td><img src="image" alt="Groupon" /></td>
</tr>
<tr>
<td><strong>TELECOM</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><img src="image" alt="e-plus" /></td>
<td><img src="image" alt="twilio" /></td>
<td><img src="image" alt="CUBIC TELECOM" /></td>
</tr>
<tr>
<td><strong>ENTERPRISE</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><img src="image" alt="Adonhe" /></td>
<td><img src="image" alt="zuora" /></td>
<td><img src="image" alt="box" /></td>
</tr>
<tr>
<td><strong>MEDIA / ENTERTAINMENT</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><img src="image" alt="Aol" /></td>
<td><img src="image" alt="Rhapsody" /></td>
<td><img src="image" alt="real networks" /></td>
</tr>
<tr>
<td><strong>RETAIL / CONSUMER</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><img src="image" alt="L’Oréal" /></td>
<td><img src="image" alt="Just Eat" /></td>
<td><img src="image" alt="Nine West" /></td>
</tr>
<tr>
<td><strong>TRAVEL</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><img src="image" alt="Uber" /></td>
<td><img src="image" alt="lonely planet" /></td>
<td><img src="image" alt="trivago" /></td>
</tr>
<tr>
<td><strong>EDUCATION / NON-PROFIT / GOVERNMENT</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><img src="image" alt="Nottingham Trent University" /></td>
<td><img src="image" alt="Ohio Wesleyan University" /></td>
<td><img src="image" alt="Khan Academy" /></td>
</tr>
</tbody>
</table>
GROWTH DRIVERS

- Drive Organic Growth through Brand Development
- Extend SMB Market Leadership
- Expand Enterprise Customer Base
- Extend Global Customer Footprint
- Introduce New Products and Features
- Broaden Platform and Partnerships
- Exploit Data and Analytics Opportunity
• High growth recurring subscription revenue model
• Rapidly expanding and diverse global customer base
• Powerful land and expand growth opportunity
• Proven cashflow model
• Investing at measured pace for continued growth
• Organic Viral point
Plans built for every team. Start with 30 days free.

**STATER**
$1 per agent / mo
Billed annually or $2 month-to-month

**REGULAR**
$25 per agent / mo
Billed annually or $29 month-to-month

**PLUS**
$59 per agent / mo
Billed annually or $69 month-to-month

**ENTERPRISE**
$125 per agent / mo
Billed annually or $135 month-to-month

**ENTERPRISE ELITE**
$195 per agent / mo
Billed annually or $205 month-to-month

Email ticketing
Knowledge base
140+ pre-built apps
Satisfaction surveys
Communities
Custom domain
Time tracking
Custom reports & dashboards
Internal knowledge base
Multiple ticket forms
Unlimited light agents
Launch guidance
Elite support
Product training
Uptime SLAs
SUBSCRIPTION OPTIONS

No hidden fees. We mean it!
Try our Advanced plan free for 14 days. No credit card required.

**LITE**
Best for individuals
- Free
  - 1 Agent Only
  - 1 Concurrent Chat
  - 14-day Chat History
  - Lite Features...

**BASIC**
Great for small teams
- $11.20 per agent/month (USD billed annually)
- $13.44 agent/month ( billed monthly)
  - Unlimited Chats
  - 2 Triggers
  - 2 Departments
  - Full Widget Customization
  - Basic Features...

**ADVANCED**
Ideal for established teams
- $20.00 per agent/month (USD billed annually)
- $24.00 agent/month ( billed monthly)
  - Unlimited Chats
  - Unlimited Triggers
  - Unlimited Departments
  - Full Widget Customization
  - Weekly Analytics Report
  - Chat and Agent Analytics
  - Other Features...
Total number of paid customer accounts excludes customer accounts on the low cost Starter Plan and includes paid customer accounts on the Zopim live chat software.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Paid Customer Accounts on Zendesk’s Customer Service Platform (approx.)</td>
<td>27,600</td>
<td>25,900</td>
<td>24,000</td>
<td>22,100</td>
</tr>
<tr>
<td>+ Paid Customer Accounts using Zopim Live Chat Software (approx.)</td>
<td>24,900</td>
<td>22,500</td>
<td>20,100</td>
<td>17,800</td>
</tr>
<tr>
<td>= Current Calculation of Paid Customer Accounts (approx.)</td>
<td><strong>52,500</strong></td>
<td><strong>48,400</strong></td>
<td><strong>44,100</strong></td>
<td><strong>39,900</strong></td>
</tr>
<tr>
<td>Prior Calculation of Customer Accounts</td>
<td>51,721</td>
<td>48,763</td>
<td>45,740</td>
<td>42,685</td>
</tr>
</tbody>
</table>
ANNUAL REVENUE ($ in millions)

- 2011: $16
- 2012: $38
- 2013: $72
- 2014: $127

101% CAGR

QUARTERLY REVENUE ($ in millions)

- 2012:
  - Q1: $7
  - Q2: $9
  - Q3: $10
  - Q4: $12

- 2013:
  - Q1: $14
  - Q2: $16
  - Q3: $19
  - Q4: $23

- 2014:
  - Q1: $25
  - Q2: $30
  - Q3: $34
  - Q4: $39

71%
• Annualized dollar-based net expansion rate now excludes customer accounts on the low cost Starter Plan

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Calculation of Dollar-Based Net Expansion Rate</td>
<td><strong>120%</strong></td>
<td>121%</td>
<td>120%</td>
<td>121%</td>
</tr>
<tr>
<td>Prior Calculation of Dollar-Based Net Expansion Rate</td>
<td>122%</td>
<td>123%</td>
<td>122%</td>
<td>123%</td>
</tr>
</tbody>
</table>

• Annualized dollar-based net expansion rate does not currently incorporate Zopim live chat
OVER 52,000 PAID CUSTOMER ACCOUNTS WORLDWIDE

REVENUE BY GEOGRAPHIC AREA

Key Facts

Annual Recurring Revenue Distribution from Accounts

100+ seats 76%
Less than 100 seats 24%

120%

Annualized dollar-based net expansion rate
QUARTERLY REVENUE & OPERATING CASH FLOW ($ in millions)

Revenue
Operating Cash Flow
IN SHORT...

- Leading the transformation of the customer service market
- Beautifully simple philosophy core to business and platform
- Large and diverse global market
- Highly organic viral lead generation engine
- High growth recurring subscription revenue model
- Unique SaaS and ‘Data-as-a-Service’ value proposition