1. Name and Address of Reporting Person  
Gennaro Norman  
1019 MARKET STREET  
SAN FRANCISCO, CA 94103

2. Issuer Name and Ticker or Trading Symbol  
Zendesk, Inc. [ ZEN ]

5. Relationship of Reporting Person(s) to Issuer  
(Check all applicable)  
___ Director 
___ 10% Owner 
X Officer (give title below) 
Other (specify below) 
President of Sales

3. Date of Earliest Transaction (MM/DD/YYYY)  
1/15/2020

4. If Amendment, Date Original Filed (MM/DD/YYYY)  

6. Individual or Joint/Group Filing (Check Applicable Line)  
X Form filed by One Reporting Person  
Form filed by More than One Reporting Person

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**Table I - Non-Derivative Securities Acquired, Disposed of, or Beneficially Owned**

1. Title of Security (Instr. 3)  
2. Trans. Date  
3. Trans. Code  
4. Securities Acquired (A) or Disposed of (D) (Instr. 3, 4 and 5)  
5. Amount of Securities Beneficially Owned (Instr. 3 and 4)  
6. Ownership Form: Direct (D) or Indirect (I) (Instr. 4)  
7. Nature of Indirect Beneficial Ownership (Instr. 4)

<table>
<thead>
<tr>
<th>Security</th>
<th>Date</th>
<th>Code</th>
<th>A or D</th>
<th>Amount</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Common Stock</td>
<td>1/15/2020</td>
<td>M</td>
<td>325</td>
<td>A</td>
<td>18033</td>
</tr>
<tr>
<td>Common Stock</td>
<td>1/15/2020</td>
<td>F</td>
<td>113</td>
<td>D</td>
<td>$83.23</td>
</tr>
<tr>
<td>Common Stock</td>
<td>1/15/2020</td>
<td>M</td>
<td>2396</td>
<td>A</td>
<td>17920</td>
</tr>
<tr>
<td>Common Stock</td>
<td>1/15/2020</td>
<td>F</td>
<td>904</td>
<td>D</td>
<td>$83.23</td>
</tr>
</tbody>
</table>

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**Table II - Derivative Securities Beneficially Owned (e.g., puts, calls, warrants, options, convertible securities)**

1. Title of Derivate Security (Instr. 3)  
2. Conversion or Exercise Date  
3. Trans. Date  
4. Trans. Code  
5. Number of Derivative Securities Acquired (A) or Disposed of (D) (Instr. 3, 4 and 5)  
6. Date Exercisable and Expiration Date  
7. Title and Amount of Securities Underlying Derivative Security (Instr. 3 and 4)  
8. Price of Derivative Security (Instr. 5)  
9. Number of Derivative Securities Beneficially Owned Following Reported Transaction(s) (Instr. 4)  
10. Ownership Form of Derivative Security: Direct (D) or Indirect (I) (Instr. 4)  
11. Nature of Indirect Beneficial Ownership (Instr. 4)

<table>
<thead>
<tr>
<th>Security</th>
<th>Date</th>
<th>Code</th>
<th>A or D</th>
<th>Date Exercisable</th>
<th>Expiration Date</th>
<th>Title</th>
<th>Amount or Number of Shares</th>
<th>Price</th>
<th>Ownership Form</th>
<th>Nature of Indirect Beneficial Ownership</th>
</tr>
</thead>
<tbody>
<tr>
<td>Restricted Stock Unit</td>
<td>1/15/2020</td>
<td>M</td>
<td>325</td>
<td>2/7/2026</td>
<td>Common Stock</td>
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<td>$0</td>
<td>11701</td>
<td>D</td>
<td></td>
</tr>
<tr>
<td>Restricted Stock Unit</td>
<td>1/15/2020</td>
<td>M</td>
<td>2396</td>
<td>1/31/2025</td>
<td>Common Stock</td>
<td>2396.0</td>
<td>$0</td>
<td>57501</td>
<td>D</td>
<td></td>
</tr>
</tbody>
</table>

**Explanation of Responses:**

1. Restricted stock units convert into common stock on a one-for-one basis.

2. Represents the number of shares withheld by the Issuer in satisfaction of tax withholding obligations in connection with the vesting of the restricted stock units listed in Table II. Such withholding is mandated by an election of the Issuer made in advance and does not represent a discretionary trade by the Reporting Person.

3. 1/48th of the shares issuable pursuant to the restricted stock units shall vest each month after the vesting commencement date of January 15, 2019, subject to the Reporting Person's continuous service to the Issuer on each such date. Unvested shares are subject to acceleration upon the occurrence of certain events.

4. 1/48th of the shares issuable pursuant to the restricted stock units shall vest one year after the vesting commencement date of January 15, 2018 and an additional 1/48th of the shares issuable pursuant to the restricted stock units shall vest each month thereafter, subject to the Reporting Person's continuous service to the Issuer on each such date. Unvested shares are subject to acceleration upon the occurrence of certain events.

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**Reporting Owners**

<table>
<thead>
<tr>
<th>Reporting Owner Name / Address</th>
<th>Relationships</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gennaro Norman</td>
<td>Director</td>
</tr>
<tr>
<td>1019 MARKET STREET</td>
<td>10% Owner</td>
</tr>
<tr>
<td>SAN FRANCISCO, CA 94103</td>
<td>Officer</td>
</tr>
<tr>
<td></td>
<td>President of Sales</td>
</tr>
</tbody>
</table>

**Signatures**

/s/ Hasani Caraway via Power-of-Attorney for Norman Gennaro  
1/16/2020
Reminder: Report on a separate line for each class of securities beneficially owned directly or indirectly.

* If the form is filed by more than one reporting person, see Instruction 4(b)(v).


Note: File three copies of this Form, one of which must be manually signed. If space is insufficient, see Instruction 6 for procedure.

Persons who respond to the collection of information contained in this form are not required to respond unless the form displays a currently valid OMB control number.