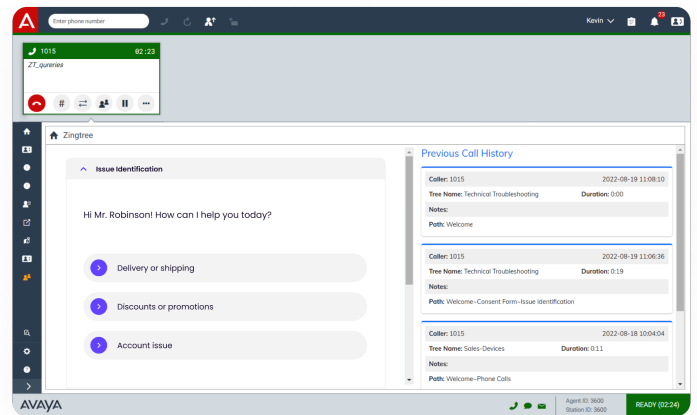


# Turn every agent into an expert.

Elevate agent productivity through conversational workflows that integrate directly into Avaya to direct your agents to the next best action in just a few seconds.



## Benefits



**Reduce agent ramp time:** easy-to-follow flows reduce the training time required to get new agents up to speed.



**Improve AHT and FCR:** our interactive flows guide agents to get to resolutions faster, and with fewer escalations.



**Boost call compliance:** review and approve flows ahead of go-live to ensure compliance with internal policies.



**Higher CSAT:** improved FCR and reduced call handle times leads to a better customer experience.

## Features



**No-code authoring:** build, review, and publish changes to flows in real time, without requiring assistance from IT.



**Advanced reporting:** leverage our advanced reporting to optimize your flows and manage team performance.



**Native Avaya integration:** embed Zingtree in your Avaya workflow and dynamically pull/push data between Zingtree and Avaya.



**DecisionEngine™:** integrate sophisticated logic into flows so agents always have the answer immediately no matter the complexity.

Helping **700+ companies across 54 countries** deliver a world-class customer experience.



[Request demo →](#)

[See pricing →](#)

Features	Description	
<b>IVR Integration</b>	Able to pass variables from an IVR to Zingtree via Agent Desktop.	
<b>Inbound Call Deflection</b>	If queue times are long, offer the capability to send an SMS or email of a workflow to a customer's cell phone or computer as a visual IVR (self help) while the customer remains in queue.	
<b>Outbound Calling</b>	Capture customer information in an external workflow and present the full history of the info to an outbound agent so they're more informed of issues beforehand.	
<b>Native Integration</b>	Dynamically pull/push data between Zingtree and Avaya so your agents can work out of one place.	
<b>Pause &amp; Resume Feature</b>	Lets you transfer cases/tickets from within Avaya from one agent to another, and retain context and conversation history.	
<b>Instant Notes</b>	Help your agents in Avaya save tons of time by creating a notes summary page that can be copied as an editable internal note with just one click.	
<b>Automated Triggers</b>	Initiate actions like SMS, emails and escalations based on triggers and responses within your conversational workflow in Avaya.	
<b>Fully customizable CSS</b>	Customize the look of the decision tree with our built-in themes or add your own CSS.	
<b>DecisionEngine™</b>	Allows you to integrate sophisticated logic into your conversational workflow, so your agents always have the right answer at the right time no matter how complex the workflow is.	
<b>Advanced Reporting</b>	See detailed reports to optimize and manage tree performance.	
<b>No-code authoring tool</b>	Enables your support team to build, review and publish changes to conversational workflows without assistance from the development team.	
<b>Custom Webhooks</b>	Exchange Zingtree data with other applications (CRMs, EHRs) outside of the Avaya integration.	

## See Zingtree in action

Schedule time with our team to get a full breakdown of everything Zingtree can do.

[Request demo →](#)

[See pricing →](#)