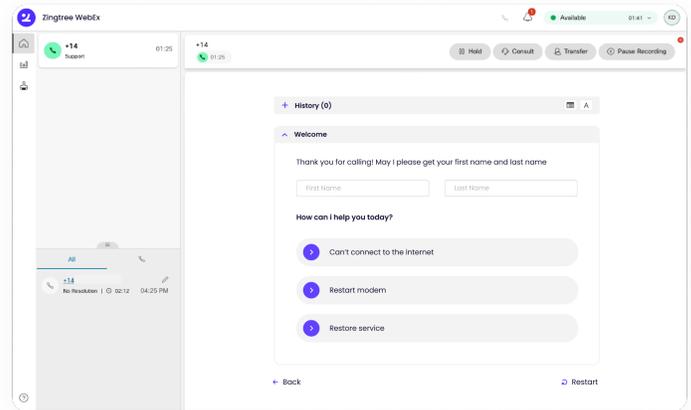


Turn every agent into an expert.

Elevate agent productivity through conversational workflows that integrate directly into Cisco 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 Cisco integration: embed Zingtree in your Cisco workflow and dynamically pull/push data between Zingtree and Cisco.



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.

sleep number

experian

Expensify

FOSSIL

GROUPON

vmware

Shark|NINJA

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Features	Description	
IVR Integration	Able to pass variables from an IVR to Zingtree via Agent Desktop.	
Inbound Call Deflection	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.	
Outbound Calling	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.	
Native Integration	Dynamically pull/push data between Zingtree and Cisco so your agents can work out of one place.	
Pause & Resume Feature	Lets you transfer cases/tickets from within Cisco from one agent to another, and retain context and conversation history.	
Instant Notes	Help your agents in Cisco save tons of time by creating a notes summary page that can be copied as an editable internal note with just one click.	
Automated Triggers	Initiate actions like SMS, emails and escalations based on triggers and responses within your conversational workflow in Cisco.	
Fully customizable CSS	Customize the look of the decision tree with our built-in themes or add your own CSS.	
DecisionEngine™	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.	
Advanced Reporting	See detailed reports to optimize and manage tree performance.	
No-code authoring tool	Enables your support team to build, review and publish changes to conversational workflows without assistance from the development team.	
Custom Webhooks	Exchange Zingtree data with other applications (CRMs, EHRs) outside of the Cisco integration.	

See Zingtree in action

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

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