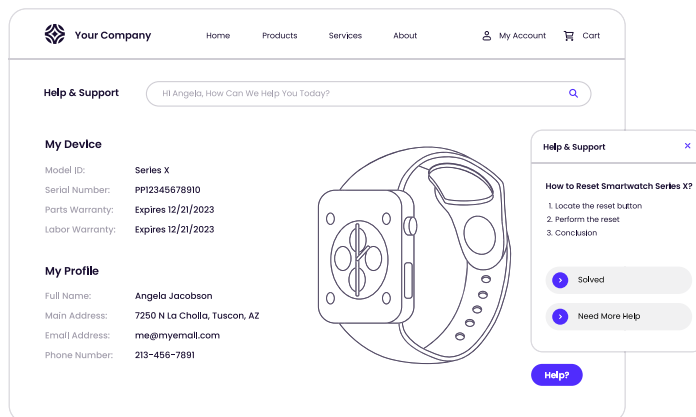# zingtree

Wow your customers & your agents

Transform self-service, uncover and implement automation opportunities, and make every agent an expert using the AI-powered CX platform.

Benefits

Automate Self Service: Enable customers to troubleshoot common issues without getting agents involved.

Improve AHT, FCR, & CSAT: Interactive flows guide agents to get to resolutions faster, and with fewer escalations.

Reduce Agent Ramp Time: Easy-to-follow workflows reduce the training time required to get new agents up to speed.

Cut Contact Center Costs: Automation capabilities enable you to reduce agent headcount and cost per call.

Features

Unified Data Access: Plug in all your knowledge systems, CRMs, and support tickets—from Zendesk to Google Drive.

Native Integrations: Embed Zingtree on websites, CRMs, & virtual assistants, where agents and customers wish to interact.

Advanced Reporting: Identify user behavior, spotlight gaps, improve and optimize workflows.

No-Code Authoring: Build, review, and publish changes to workflows in real time, without requiring assistance from IT.

AI

Drive Accurate Query Resolutions: Unify scattered data and deliver context-aware answers tailored to your CX needs.

Work Faster & Automate Tedious Tasks: Summarize lengthy documents, translate scripts into 18 languages, and customize tone for different audiences.

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

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