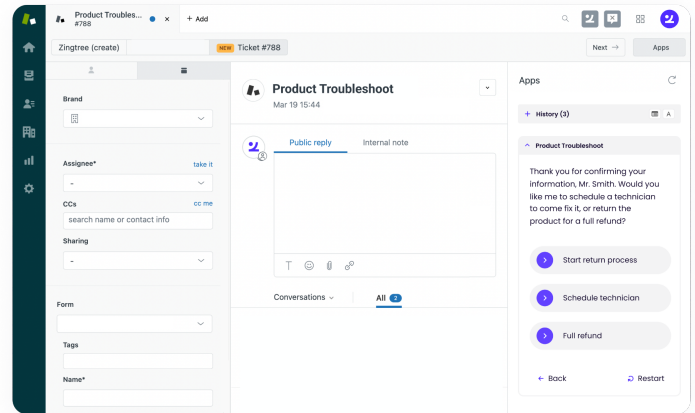


Turn every agent into an expert.

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



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	
Native Integration	Dynamically pull/push data between Zingtree and Zendesk so your agents can work out of one place.	✓
Pause & Resume Feature	Lets you transfer cases/tickets in Zendesk from one agent to another, and retain context and tree history.	✓
Record Creation	Automatically create or update customers records.	✓
Instant Notes	Help your agents in Salesforce 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 Zendesk.	✓
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	Advanced reporting to optimize your scripts and manage team performance.	✓
No-code authoring tool	Enables your support team to build, review and publish changes to conversational workflows in real time, without requiring assistance from IT.	✓
Custom Webhooks	Exchange Zingtree data with other applications outside of the Zendesk integration.	✓

See Zingtree in action

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

[Request demo →](#)

[See pricing →](#)