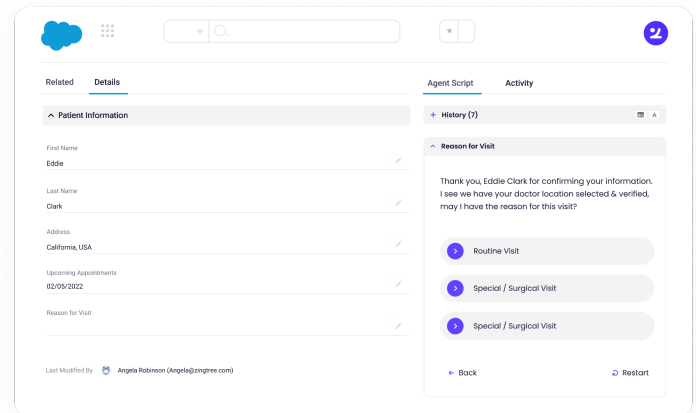


Turn every agent into an expert.

Create interactive call scripts within decision trees that integrate directly into your Salesforce workflow to guide your agents to the next best action in just a few seconds - with no code required.



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 Salesforce integration: embed Zingtree in your Salesforce workflow and dynamically pull/push data between Zingtree and Salesforce.



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	
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 Salesforce.	
Fully customizable CSS	Customize the look of the decision tree with our built-in themes or add your own CSS.	
Decision Engine™	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 Salesforce integration.	
Nested Objects	Read and write data on related Salesforce objects using embedded trees. For instance, if you're in a case object, you can send data to an account object, without having to leave the case object.	
Email Composer	Specify and fetch email templates and folders. Generate emails based on templates, with Zingtree variables auto-populated. Leverage CC, BCC, and Normal recipients list. Choose the sender's email address from the organization's list. Link emails to a case and get responses to an address from which the first email originated.	
Support for Multiple Display Locations	Display trees in three different ways. Configure Zingtree at Default, Object, and Record levels.	

See Zingtree in action

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

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