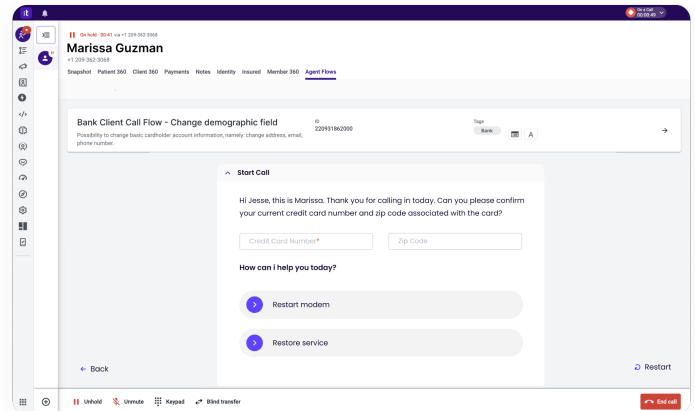**zingtree**

:talkdesk

Turn every agent into an expert.

Elevate agent productivity through conversational workflows that integrate directly into Talkdesk 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 Talkdesk integration: dynamically pull/push data between Zingtree and Talkdesk so your agents can work out of one place. Automatically connect and provision Talkdesk users into Zingtree.

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

Request demo →

See pricing →

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 Talkdesk so your agents can work out of one place. Automatically connect and provision Talkdesk users into Zingtree.	✓
Pause & Resume Feature	Lets you transfer cases/tickets from within Talkdesk from one agent to another, and retain context and conversation history.	✓
Instant Notes	Help your agents in Talkdesk 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 Talkdesk.	✓
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 Talkdesk integration.	✓

See Zingtree in action

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

Request demo →

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