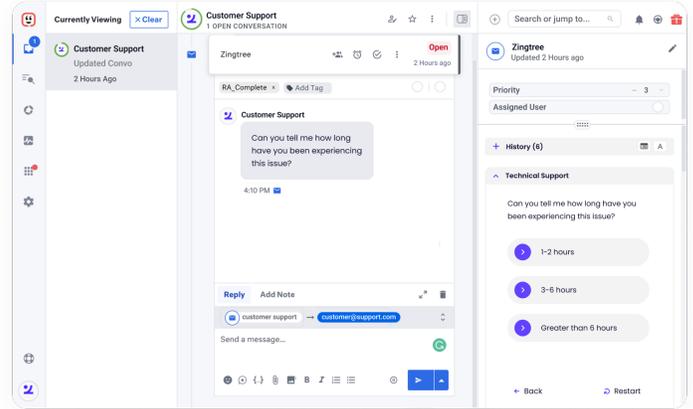


Turn every agent into an expert.

Elevate agent productivity through conversational workflows that integrate directly into Kustomer 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.



Basic Kustomer integration: embed Zingtree workflows in your Kustomer CRM to provide a single pane of glass for agents to work in.



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.



Features	Description	
Native Integration	Dynamically pull/push data between objects and Zingtree so your agents can work out of one place. We support data transfer for both standard and custom attributes on Kustomer.	
Pause & Resume Feature	Lets you transfer cases/tickets in Kustomer from one agent to another, and retain context and tree history.	
Custom Variables	Pass variables to your tree to store information gathered from your customers such as names and requests.	
Instant Notes	Help your agents in Kustomer 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 Kustomer.	
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 Kustomer integration.	
Automated Actions	Update the priority of a conversation with a click. Quickly add tags to keep your customer interactions organized. Transfer data to attributes on a 'Conversation'. Mark conversations as 'Done' with ease.	

See Zingtree in action

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

[Request demo →](#)

[See pricing →](#)