

The World's Leading AI Simulation + Coaching Platform

A Zenarate Introduction



What We Do



AI Conversation +
Software Simulation



Performance
Analyzer + QA



Integrated LXP

Our team of CX and Learning professionals have delivered **more AI powered simulations** than any company in the world.

3M+

AI Simulations Delivered

150+

Global Team Members

2016

AI Innovation Since

79

Languages Served

We're **trusted** by the world's leading brands to grow skill + company performance.





Deliver Holistic Learning Experiences **Rooted in Simulation** + AI Coaching

Grace James

Sean - thank you for the call. I really appreciate this and just want to thank you for your patience. If I'd missed my flight I'd be mad too. But I can help here. Can you share your account number or email address? I want to look into refund options or other ways to make this right.

Speak to reply...

 

Our award-winning, cloud-based platform can deliver your entire Learning Program, or plug in as an add-on to any tech stack.

- ✓ **GenAI** or **NLP/NLU** simulation + **AI Tutoring** authoring accompanied by AI or human voices in guided or unguided practice settings
- ✓ Real-time **scorecards** to coach learners on both hard and soft skills according to your customer brand standards
- ✓ Integrated **Learning Experience Platform** that can deliver your entire learning program, including digital lessons, SCORM, and more
- ✓ Simulate **any software system** with screen-shot based or code-scraping based authoring methods
- ✓ A huge range of **reports**, including skills progress, program tracking, AI quality monitoring, and live data feeds for custom report builds

25-50%

TRAINING COST
REDUCTION

2X

FASTER RAMP
TIME TO
PROFICIENCY

10%

TYPICAL
ATTRITION
REDUCTION



Integrated Performance Analysis that Automates Development Plans + Proves ROI

Transform the way you analyze CX, assess live associate performance, and measure training ROI. Use it alone or alongside our Learning + Simulation platform for the full ecosystem experience.

- ✓ **AI-powered transcript analysis** to assess live performance and identify which skills actually drive CX outcomes
- ✓ **Conversation analytics** and trend analysis that uncover customer challenges and organization-wide insights
- ✓ **Next Action Coaching** dashboards that help day-to-day managers coach their teams on the latest, relevant opportunities
- ✓ **Automated Personal Development Plans** delivered in our Simulation + Learning platform based on real-time field performance
- ✓ KPI, ROI, and **Skills Correlation Dashboards** that show how practice/learning is (or isn't!) driving the metrics you care about

100%

OF CALLS ABLE
TO BE ANALYZED

20%

MORE CONSISTENT/
ACCURATE THAN
HUMAN COACHES
ALONE

80%

ADMIN COST
SAVINGS THROUGH
AUTOMATION

A woman with dark hair, wearing glasses and a denim jacket over a pink sweater, is smiling and looking at a laptop screen. The background is dark and out of focus.

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I've worked for a
lot of companies,
but I've **never** had
someone invest in
me the way you
just did...

www.zenarate.com