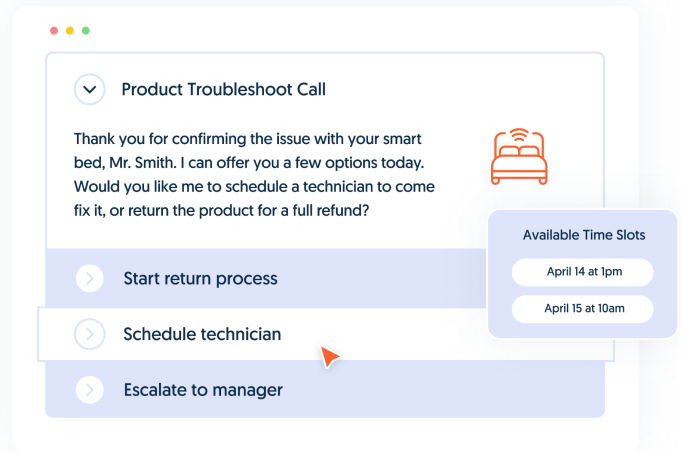




Turn every agent into an expert.

Create interactive call scripts within decision trees 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 scripts reduce the training time required to get new agents up to speed.



Boost call compliance: review and approve scripts ahead of go-live to ensure compliance with internal policies.



Improve AHT and FCR: our interactive scripts guide agents to get to resolutions faster, and with fewer escalations.



Higher CSAT: improved FCR and reduced call handle times leads to a better customer experience.

Features



No code required: build and publish changes to decision trees in seconds, without requiring assistance from IT/Engineering.



Advanced reporting: leverage our advanced reporting to optimize your scripts and manage team performance.



Integration: embed Zingtree in your favorite CRM or call center platform so your data is always synced and your agents can work out of one place.



Sophisticated logic: advanced logic automates decision making in real time, so your agents always have the right answer at the right time.

Contact Centers Powered by Zingtree

sleep  number.

 experian.

Expensify

FOSSIL

vmware

GROUPON

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