

HYBRID CX SOLUTIONS

TRANSFORMING CX FROM THE INSIDE OUT



WHO WE ARE

HOW CAN WE HELP YOU SCALE YOUR CX?

We provide customer experience solutions for innovative companies to scale their customer support operations via sourcing, training, management, optimization, and automation of dedicated and shared customer-facing and human intelligence support teams.

Zahoree, formerly Infolink-exp, is a global organization with 20+ years of experience in the technology and product support industry, we partner with the most innovative IoT/Smart-Tech, FinTech, Health-Tech and e-Retail brands.



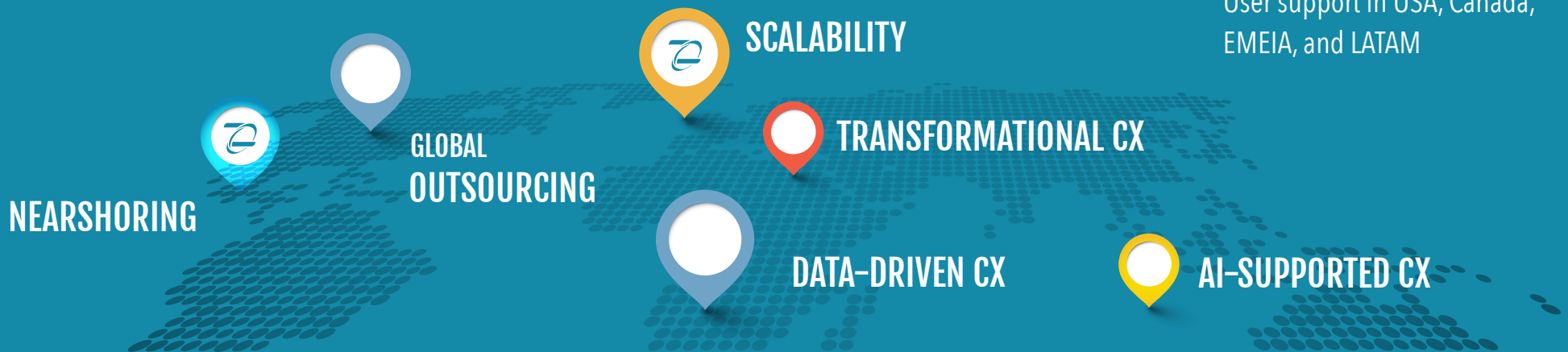
Our teams must meet and sustain CSAT, quality and productivity goals



Multilingual Teams:
Support by native speakers



User support in USA, Canada, EMEA, and LATAM



HOW WE DO IT?

THROUGH A **NIMBLE AND HYBRID** APPROACH
TO **CUSTOMER SUPPORT** OUTSOURCING

FULLY MANAGED SERVICES

You are not alone, you are assigned a CX Strategist since the very beginning to help you size, build, and manage your day-to-day support operations. Zahoree CX Solutions not only helps you manage your team but also provides you with the necessary tools to transform and optimize your operations at the rate you need while growing.

AI CX PLATFORM

Zahoree Virtual Teams is a fully managed customer experience platform that democratizes CX and allows technology and new digital economy companies to assemble and manage their support teams virtually. It provides a flexible, efficient, and affordable way to put together a CX team, track performance, obtain unique CX insights on your customers' journey, and optimize with ML/AI capabilities.



THE GROWING COMPANY CX CHALLENGES



Companies in the fast growing phase are particularly sensitive to the customer experience. The adoption of their products depends on it, and they just cannot mess it up. Oftentimes, in order to scale at the rate that a large consumer base demands, they need to augment their support operations with specialized teams that are flexible and technically qualified, but also trained to deliver measurable CX quality.

At this stage of the business cycle supporting your customers and working on retaining those customers is critical. As you acquire more customers and user adoption soars, you'll start to see a sharp rise in customer and technical support requests. We are the solution to that potentially stressful scenario.

We understand the dynamics of fast-growing companies, and help scale your customer support and human intelligence operations.



ZAHOREE'S CX MANAGED SERVICES AND PLATFORM

HYBRID CX APPROACH

“ZAHOREE'S CX OUTSOURCING SOLUTION IS COMPOSED OF BOTH OUR FULLY MANAGED SERVICES AND OUR CX PLATFORM. WHILE OUR CUSTOMER SUCCESS STRATEGISTS HELP YOU GAIN PEACE OF MIND TO FOCUS ON GROWING, OUR CX PLATFORM HELPS YOU MANAGE AND TRACK YOUR CX TEAM PERFORMANCE, GAIN RELEVANT CX INSIGHTS AND USE AI TO OPTIMIZE”

STARTUP

Small Startups

Ideal for small startup team, of 1+ dedicated agents. It includes Basic CX platform plan with features such as, talent pool search, team creation, CX Academy online training, KPI tracking at a general level.

SCALEUP

Growing Customer Base

Scale-up team, ideal for a company with market traction and a growing customer base. 5+ dedicated agents. Includes Basic CX platform plan.

VENTURE

Fast Growth

Ideal for scale-up or mature company with a fast growth trajectory, and/or a significant customer base. 20+ dedicated agents. Includes Basic CX platform plan.

ENTERPRISE

Mature Companies

Ideal for an enterprise or mature company. 50+ dedicated agents. Includes Basic CX platform plan.

No matter at what stage of growth you are, you can match with any of the CX platform plans

To see complete plans click here <<<< <https://zahoree.com/zahoree-plans-managed-cx/> >>>> <<<< <https://zahoree.com/zahoree-plans/> >>>>

BASIC CX

MORE INFO

New Team Assessment and sizing
Team Creation
CX Experts Pool Search (Pre-Qualified)



OPS SUITE

REQUEST A DEMO



CX INSIGHTS SUITE

GET A QUOTE



AI AUTOMATION

CONTACT SALES



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Read our latest blog posts and newsletter articles to learn more about the latest digital customer experience trends. We are completely focused on helping you scale your customer support operations flexibly, affordably, and successfully.



www.zahoree.com

Website



www.zahoree.ai

Multilingual Platform Website



<https://bit.ly/4eRtBWO>

Zahoree's LinkedIn Newsletter



Video Explainer

<https://www.youtube.com/watch?v=VYxNVk5s3KI&t=1s>



LinkedIn Company Page

<https://www.linkedin.com/company/zahoree-cx/>