



Cutting-edge CX for Innovative Brands



Welcome to the forefront of customer experience innovation with Zahoree!

Boasting over two decades of expertise in the technical and product support industry. We specialize in transforming customer experiences for leading brands in the technology and online services space. Our commitment to innovation and excellence shines through as we deliver end-to-end solutions that not only meet but exceed customer expectations.

AI Assisted Support

L1/L2

Pre-sales support

Cross-selling/up-selling

AI-Annotation/Classification

IoT / Smart Tech Lab

Demo Rooms

AI ZWingman™ Co-pilot

Why Choose Us?

> Scalable Customer Support

Whether you're a startup navigating new waters or an enterprise charting the course of innovation, our services are tailor-made and scalable to meet the dynamic demands of your evolving customer support requirements.

> Global CX Expert Teams

Our CX teams have helped clients deliver 95%+ CSAT, 90%+ FCR, 20-point NPS increases, and 8+ CPH, while delivering white-glove service. Zahoree® revolutionizes the way support teams are sourced, built, and trained, as it taps into global tech talent to bring a wealth of diverse industry experience and provide solutions with a global touch. Our teams offer a unique capability to support your global customer base in more than 15 language options.

> Technology-Driven CX

At Zahoree, we are not just keeping up; we are leading with AI and cutting-edge technologies. Our commitment to innovation ensures streamlined customer interactions, bringing forth efficiency, satisfaction, and a touch of the extraordinary.





CX Experts **Teaming Up with AI**

Zahoree is the holistic CX experience and fully-managed solution that offloads you of day-to-day support operations workload

ZAHOREE HELPS YOU STRATEGIZE, BUILD, MANAGE, AND OPTIMIZE YOUR SUPPORT OPERATIONS IN ONE PLACE

➤ **Zahoree Virtual Teams Platform**

Zahoree Virtual Teams is a fully managed customer experience platform that allows 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, get you unique TCX insights on your customers' journey, and optimize performance with built-in AI capabilities.

➤ **AI ZWingman™**

Zahoree's virtual assistant teams up with our CX Agents/Experts to give the best experience to your customers. It is a trusted co-pilot to your agents, to provide relevant product and policy information, a fast-track to trouble-shooting options, and recommendations for best ways to address an inquiry. It's specially tuned for CX delivery and uses the latest AI resources available. The ZWingman also enables AI assisted training and coaching, and is a co-pilot to CX Managers.



www.zahoree.com



www.zahoree.ai