



Elevate your
customer support
with AI ZWingman™

Up to **50%** reduction in AHT

Welcome to the future of CX training and support

AI ZWingman™ was designed to elevate the performance of your CX agents. It leverages generative AI technology to automate training, provide expert assistance to agents, and deliver insightful analytics on your support operation, ensuring your team is always equipped to deliver exceptional Transformational Customer Experiences.

➤ AI ZWingman™ for Training

Automated Training Simulation

Use our AI Trainer to simulate realistic customer interactions, allowing trainees to practice and refine their skills in a controlled environment.

Instant Feedback

Provide trainees with immediate, actionable feedback to accelerate their learning and enhance their performance.

➤ AI ZWingman™ for Expert Assistance

Comprehensive Product and Policy Information

Empower your CX agents with instant access to detailed product and policy information, ensuring they can assist customers accurately and efficiently.

Optimized Troubleshooting

Fast-track agents to the appropriate troubleshooting steps or known solutions, reducing interaction times by up to 50% and improving resolution rates.

Response Recommendations

Receive AI-generated suggestions for thorough and effective replies, minimizing the need for multiple customer interactions.



ZWingman™ AI-Powered

93% useful responses

Key Features

➤ **AI ZWingman™ for CX Insights**

Performance Metrics

Query the AI chatbot for real-time insights into your team's performance, identifying strengths and areas for improvement.

Support Driver Analysis

Understand the main drivers behind customer support requests, enabling proactive issue resolution and service enhancement.

Outlier Event Detection

Detect and analyze outlier events in your interaction data to address anomalies and optimize customer support strategies.

Dashboard Integration

Seamlessly integrate with your Operational and CX Dashboards within the **Zahoree Virtual Teams** platform for a holistic view of your customer support operations.

➤ **Why choose to automate with AI ZWingman™?**

Enhanced Training Efficiency

Accelerate the learning curve for new and existing agents by 30% or more, reducing training costs and improving service quality.

Expert Guidance on Demand

Equip your team with the knowledge and tools they need to handle customer inquiries with confidence and precision. **Assist with unique TCX recommendations, response drafting, completeness, and language translation.**

Data-Driven Decisions

Leverage comprehensive insights to make informed decisions, improve processes, deliver valuable customer input to your marketing, sales, and engineering teams, and elevate customer satisfaction.

For more information or to schedule a demo, please contact us.

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