

2019 Enterprise Connect Zailab



Zailab



CLOUD-BASED AI CONTACT CENTER PLATFORM

Zailab

Many companies struggle to properly scale the customer experience while maintaining rapport and diminishing frustration. The Zailab platform offers omnichannel capabilities, enabling teams to personalize every interaction with no context-switching. The solution makes life easier for customers and agents alike with automatic case-linking and an intelligent ACD that uses AI to route and reprioritizes interactions from any channel on the fly. The platform is quick and easy to set up and optimize as needed. Agents have a single 'waiting room' for all calls, emails and SMS: the system triages each interaction, based SLA and maximum wait times. Each individual company can set rules to determine the importance of communication.

Once all the rules are set up for the waiting room, AI takes over. The agent can see everything from a single view. The platform provides detailed conversation histories include interaction details, call recordings, step-by-step time breakdowns, and disposition codes. It is easy for companies to keep it synced with their CRM allowing them to dive deeper into the data with a comprehensive set of reports.

Zailab's innovative pricing strategy makes it attractive to implement. "Our consumption-based pricing allows organizations to manage costs with their business needs by paying only for what they use," said Michael Cibelli, Senior VP of Sales for Zailab. "Imagine the value to retail-based companies as an example with high contact center fluctuation due to seasonality." "There are no licensing fees; no commitment, contract or up-front fees."