YouMail + Zingtree

Saving Money and Helping Customers with Interactive Decision Trees

When YouMail needed a better way for its customers to seek immediate support, regardless of the issue they were experiencing, they turned to Zingtree, whose flexible decision tree platform brought the same automated power and ease of use YouMail provides its own customers.

YouMail's Problem:

With both Premium and Business-level subscriptions and a variety of features that work across hardware and networks, YouMail isn't complicated, but issues can arise from many directions. The right customer service and Q/A platform would not only be simple to use and save valuable company resources, it would aid the resolution of diverse inquiries, no matter the customer, phone or network involved.

Zingtree's Solution:

Zingtree provided YouMail with the means to field customer questions and provide immediate and meaningful answers conditionally, based on both customer data from YouMail's knowledge base and customer interaction with the decision tree itself.

"Zingtree has been a great help with providing our customers efficient and immediate assistance. The step by step process allows us to provide multiple solutions to some of our most common problems. We highly recommend Zingtree to businesses that are looking for the most user-friendly interface when assisting their customers."

- Adnan Rahman
YouMail Customer Service Analyst

YouMail:))

263 Cumulative Nodes

24 Decision Trees

594 Agent Sessions

41,353 End User Sessions AND GROWING!

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