ZAHOREE
CX VIRTUAL TEAMS

HOW TO AUGMENT CX
WITH SPECIALIZED SUPPORT
FOR TECH COMPANIES

CX

SPECIALIZED SUPPORT TEAMS

ZAHOREE
CX VIRTUAL TEAMS

TRANSFORMING CX

AT ZAHOREE WE PROVIDE AN INNOVATIVE FORM OF TECH SUPPORT. WE CALL IT

TRANSFORMATIONAL CX™

TRANSFORMATIONAL CX FOR
THE 21ST CENTURY LIFESTYLE

THE RAPID PACE OF DIGITAL TRANSFORMATION IS FORCING PEOPLE TO ADOPT NEW TECHNOLOGIES AT A VERY FAST RATE, IN ORDER TO RESPOND TO THE NEW NEEDS AND OPPORTUNITIES THEY FACE.

The 21st century customer has liquid expectations. Today companies need to deliver faster and better, at the level of e-commerce sites like Amazon or Walmart. Customers that are living the 21st-century lifestyle can now use tools and data in a much more comprehensive way than before, leading them to personalized solutions at almost any area of their lives, including sleeping, cooking, shopping, and gaming.

Emerging technologies are revolutionizing the way we live and interact with the world around us. Smart beds, to name just one example, give people the ability to adjust a bed microclimate based on your own individual body temperature.

At Zahoree, we have followed consumer behavior trends and the evolution of smart-tech, and our goal is to help society thrive by using new technologies safely and effectively while transforming their lives. We do this through a user support methodology called Transformational Customer Experience or TCX.

TCX is an approach based on affective science, behavioral economics and positive psychology, which strives to connect with customers in ways that will transform their lives. TCX is not just about assisting customers adopt and use technology, but about giving them the ability to acquire a new identity: as a tech-savvy person, a DIY wiz, or perhaps an environmentalist.

TCX TEAMS

Transformational CX is implemented through what we call TCX micro-moments. Through these micro-experiences, we are able to deliver positive emotions, engagement, meaning and a sense of achievement to the user of our client's technologies.

Our TCX teams receive extensive training, as they advance through their own career paths at Zahoree. They are trained to assist users with the complexities and challenges presented by a smart-tech world, and are ready to deliver customer satisfaction and help transform the end-user in the process.

VIRTUAL CX TEAM BUILDING AND ANALYTICS TECHNOLOGY

Our Zahoree® Virtual Teams platform uses AI and machine learning to match global talent with support opportunities for the best brands. It also provides our clients with unique visibility into their CX team and their performance, as well as valuable insights into their customers' journey, by tapping into customer feedback and behavioral data.

TEAMS
EXPERTISE

FULLY-MANAGED SUPPORT SOLUTIONS
FROM TEAM BUILDING TO ANALYTICS

THE CHALLENGE

Technology and IoT companies develop innovative Smart-Tech products that revolutionize consumers' lives and improve their customer's lifestyle. These companies 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.

THE SOLUTION

At Zahoree we have partnered with well-known Smart-Tech brands for more than 15 years to help them scale, from smart locks to sleep-tech, to automotive and IIOT sensors, by augmenting their customer and technical support operations. We absorb the complexities involved in delivering services to users of technical products along the customer journey, from sign-up and onboarding to technical support and renewal, all while executing to strict CX quality and service levels. They trust us to build relationships with their customers, and assist them in the process of adopting new technology.

ZAHOREE
CX VIRTUAL TEAMS

OUR MOTTO

SPECIALIZATION IS KEY. HELPING PEOPLE TO ADOPT NEW TECHNOLOGIES SAFELY AND EFFECTIVELY

EXPERTISE

THE RESULT

Our TCX teams have helped clients deliver 95%+ CSAT, 90%+ FCR, 20-point NPS increases, and 8+ CPH, while delivering white-glove service. Our TCX teams support our clients' with sales expansion services to turn support into a profit center.

Zahoree® Virtual Teams, our AI-driven CX management platform being rolled out in 2022, revolutionizes the way support teams are sourced, built, trained and managed, as it taps into global tech talent and delivers Transformational CX tools and analytics for companies to optimize their CX delivery.

User support in USA, Canada, EMEA, and LATAM

Across the globe 24/7 support

San Jose CA. USA

Juárez México

Chihuahua México

Málaga Spain

Multilingual Teams: Support by native speakers

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

Data-driven CX

Our Consumer Support Teams are trained to service non tech-savvy users in situations that require patience and hand-holding

ZAHOREE
CX VIRTUAL TEAMS

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