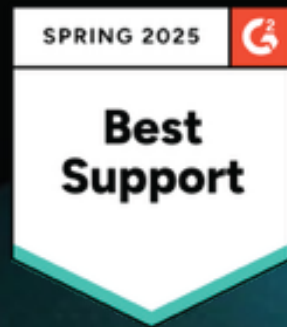
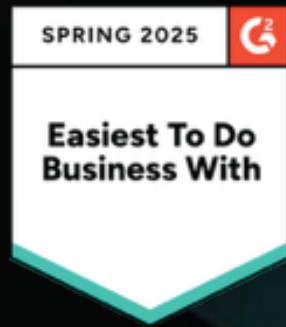




The World's Leading AI Simulation + Coaching Platform



What We Do



AI Conversation + Software Simulation



Performance Analyzer + QA



Integrated LXP

Our team of CX and Learning professionals have delivered **more AI powered simulations** than any company in the world.

10M+

AI Simulations Delivered

150+

Global Team Members

2016

AI Innovation Since

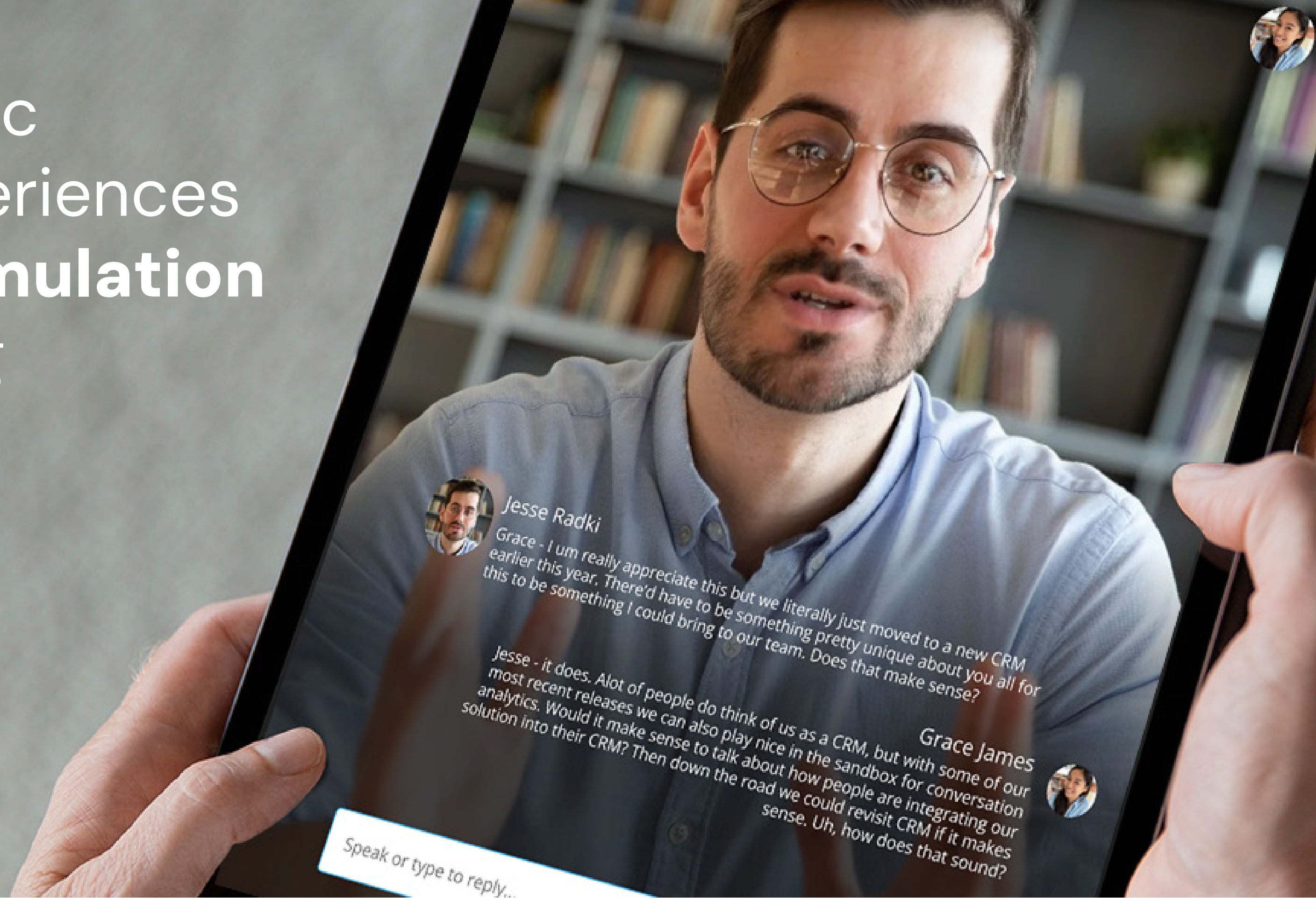
79

Languages Served

We're **trusted** by the world's leading brands to grow skill + company performance.



Deliver Holistic Learning Experiences Rooted in Simulation + AI Coaching



Our award-winning, cloud-based platform can deliver your entire Learning Program, or plug in as an add-on to any tech stack.

- ✓ **GenAI or NLP/NLU simulation + AI Tutoring** authoring accompanied by AI or human voices in guided or unguided practice settings
- ✓ Real-time **scorecards** to coach learners on both hard and soft skills according to your customer brand standards
- ✓ Integrated **Learning Experience Platform** that can deliver your entire learning program, including digital lessons, SCORM, and more
- ✓ Simulate **any software system** with screen-shot based or code-scraping based authoring methods
- ✓ A huge range of **reports**, including skills progress, program tracking, AI quality monitoring, and live data feeds for custom report builds

25-50%

TRAINING COST
REDUCTION

2X

FASTER RAMP TIME
TO PROFICIENCY

10%

TYPICAL ATTRITION
REDUCTION



Analyze
Performance
and Automate
Development
Plans to
Prove ROI

Transform the way you analyze CX, assess live associate performance, and measure training ROI. Use it alone or alongside our Learning + Simulation platform for the full ecosystem experience.

- ✓ **AI-powered transcript analysis** to assess live performance and identify which skills actually drive CX outcomes
- ✓ **Conversation analytics** and trend analysis that uncover customer challenges and organization-wide insights
- ✓ **Next Action Coaching** dashboards that help day-to-day managers coach their teams on the latest, relevant opportunities
- ✓ **Automated Personal Development Plans** delivered in our Simulation + Learning platform based on real-time field performance
- ✓ KPI, ROI, and **Skills Correlation Dashboards** that show how practice/learning is (or isn't!) driving the metrics you care about

100%
OF CALLS
ABLE TO BE
ANALYZED

20%
MORE ACCURATE
THAN HUMAN
COACHES ALONE

80%
ADMIN COST-
SAVINGS THROUGH
AUTOMATION



Shortly after
implementing
Zenarate, we hit
our best FCR score
ever! With mentors,
it's a gamble, but
**with Zenarate, it's a
guarantee.**

Director of Analytics,
BlueCross BlueShield Minnesota

www.zenarate.com