

Ada for Zendesk

Meet Ada, Zendesk's preferred chatbot partner.

Pair Zendesk's leading agent experience with Ada's AI-powered automation.

Ada's unrivaled automation-to-agent experience enables companies to offer best-in-class customer service - instant support, anytime, anywhere.

With Ada's chatbot as the first line of support solving more than 70% of inquiries, agents can leverage more of Zendesk's platform to drive CSAT, sales, and savings.

"Since partnering with Zendesk + Ada, we've been able to reduce our support wait times by 50% so it's faster than ever for our customers to get the help they need."



AMANDA KWOK, WAVE
Director of
Customer Experience



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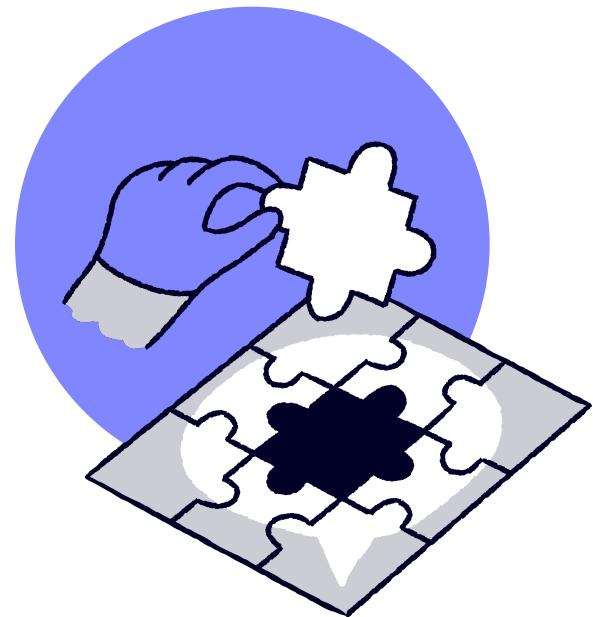
With Ada's conversational, customizable AI platform, you lead with automation, reducing support volume by 30% and boosting live agent productivity in mere weeks.

Ada's versatile Zendesk integration enables both live agent hand-off and e-mail ticket generation. All agents meet inquiries with contextual support to drive efficiency and streamline inquiry resolution.

"Ada brings significant value to customer-centric businesses by accelerating responses to simple inquiries, delivering better first response times, and empowering human agents to prioritize the more complex issues."



ASTHA MALIK, ZENDESK
VP of Platform



Ada is Zendesk's choice for Enterprise Automation

NO CODE, 30 DAY LAUNCH

Transform Guide articles into conversational AI, launching an **enterprise grade bot** without reliance on technical resources.

PERSISTENT CONTEXT

Ada drives **hassle-free handoffs** with Support and Chat, providing agents with **chat history and customer details** to resolve inquiries seamlessly.

PROVEN ABILITY TO SCALE

Ada automates **340,000+ conversations/day** with a reliable 90% of inquiries contained within the platform itself.

24/7 ON-DEMAND SUPPORT

Customers can access support anytime, in 100+ languages on your website, in-app, and in social channels like **Facebook Messenger** and **WhatsApp**.

IT'S STILL PERSONAL

Ada no code solution integrates with your backend system to **authenticate users**, allowing you to offer personalized conversations at scale that increase self-service, improves CSAT, and boost your bottom line.

Hi! 🦸 I'm Gabby, Golden's virtual assistant.
What can I help you with today?

My order is lost.

I'm sorry to hear you haven't received your order. Can you tell me what your order number is?

Z2EC3SH9

Thanks, I'll transfer you to an agent now to make this right.

You are now chatting with Anna

Hey Daniel, I'm Anna! I can help you find your missing order.

Ask me something



As the market leader in Automated Customer Experience (ACX), Ada is the only conversational AI platform purpose-built to support an automation-first customer experience strategy.

By diminishing dependence on IT and uncovering new opportunities for revenue, Ada's automation is designed to transform the support model from a cost center to profit center. Headquartered in Toronto, Ada enables clients around the world, like TELUS, AirAsia, and Zoom to put automation and AI at the front end of their customer service strategy, thereby freeing live support agents to have greater impact.

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