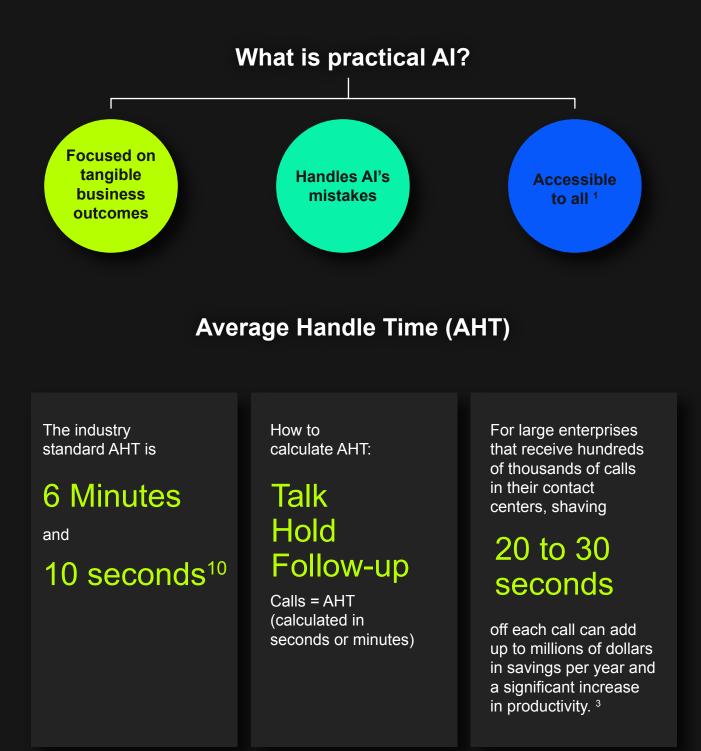


Real-time transcriptions and summaries, targeted guidance, and knowledge base integration to assist your agents to provide extraordinary customer experiences.



Al and Human Agents Together, a Great Combination

Companies that have combined AI with human agents have reported a

61%

improvement in customer satisfaction and a

69%

improvement in agent satisfaction. 4

80%

of service decision-makers believe AI is most effective when deployed with – rather than in place of – humans. 5

Al Adoption in the Contact Center

34%

of sales and marketing leaders believe AI will be the biggest game-changer for improving customer service.⁶

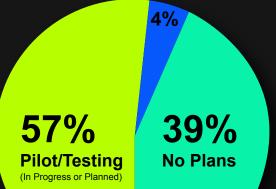
70%

of companies will have adopted some form of AI, with the majority using a full range of AI technology, by 2030.⁷

56%

of companies say AI is ready for broad adoption in their contact centers.⁸

Companies are at various stages of AI implementation:⁹



55%

of respondents currently use AI tools such as machine learning and chatbots in their contact center, which is a significant increase from the previous year (only 19%).¹⁰

Use of AI by customer service teams is projected to increase by



Resolving Issues is Critical

No matter how long it takes



of customers say getting their issue resolved in a single interaction is the most important aspect of a good customer service experience.¹²



of customers say interacting with an agent who lacks the knowledge or ability to resolve their issue is the most frustrating aspect of a poor customer service experience.¹³

Value of Implementing AI

By 2025, customer service organizations that embed AI in their customer engagement center platforms will increase their operational efficiency by ¹⁴

25%

67.9%

In 2021, more than

60%

of B2B sellers will be enabled by AI and automation. 16

In 2021, AI augmentation will create

2.9% Trillion

of business value and

6.2% Trillion

hours of worker productivity globally. ¹⁵

The Cloud is the Foundation for Al

of enterprises plan to implement new or replacement contact center infrastructure or applications in the cloud in the next couple of years.¹⁷

Benefits of Implementing AI Service professionals with AI report the following benefits:18 Г 1 84% 82% 79% 9% Improved **Increased first** Reduced Increased prioritization CSAT or NPS average handle time contact of agents resolution work 75% 77% 74% 69% Increased Reduced Increased Reduced agent email volume agent case agent call deflection morale volume

Ready to Learn More?

Let's Connect

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