

Focus on What Matters Most – Your Customers

With Agent Assistance Technology

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

What is practical AI?

Focused on tangible business outcomes

Handles AI's mistakes

Accessible to all ¹

Average Handle Time (AHT)

The industry standard AHT is

6 Minutes

and

10 seconds¹⁰

How to calculate AHT:

Talk
Hold
Follow-up

Calls = AHT
(calculated in seconds or minutes)

For large enterprises that receive hundreds of thousands of calls in their contact centers, shaving

20 to 30 seconds

off each call can add up to millions of dollars in savings per year and a significant increase in productivity. ³

AI 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

AI 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

143%

over the next 18 month ¹¹

Resolving Issues is Critical

No matter how long it takes

33%

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

36%

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%

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 AI

67.9%

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

84%

Improved prioritization of agents' work

82%

Increased first contact resolution

79%

Reduced average handle time

79%

Increased CSAT or NPS

77%

Reduced agent call volume

75%

Increased agent morale

74%

Reduced agent email volume

69%

Increased case deflection

Ready to Learn More?

Let's Connect

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