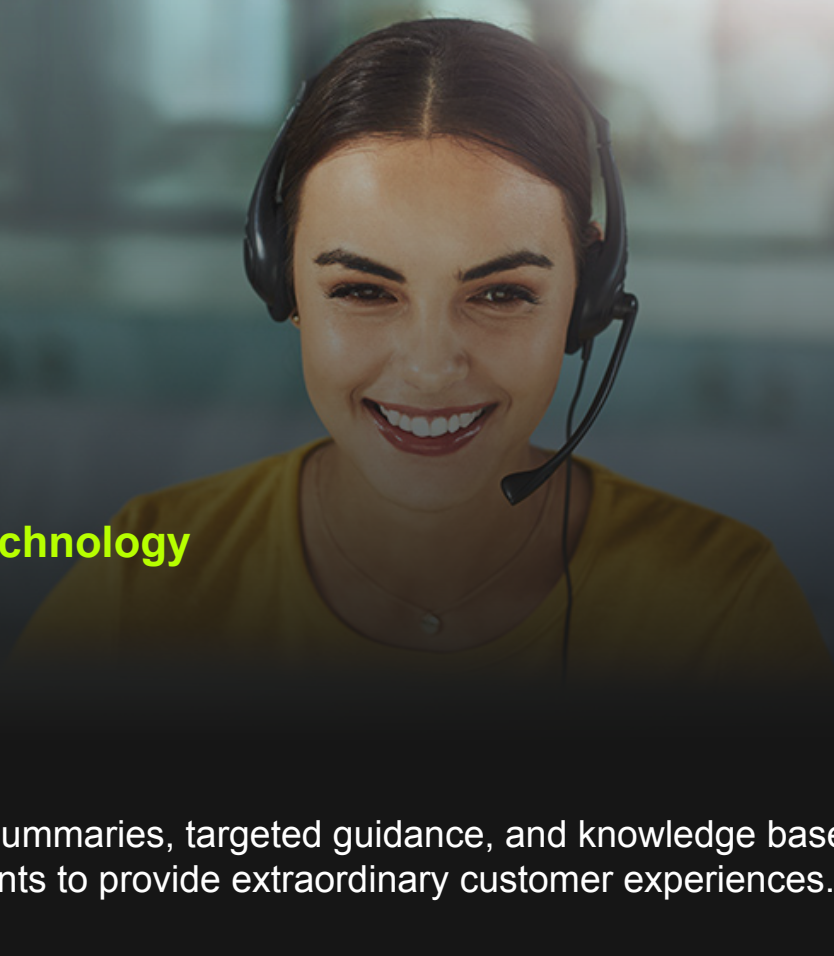


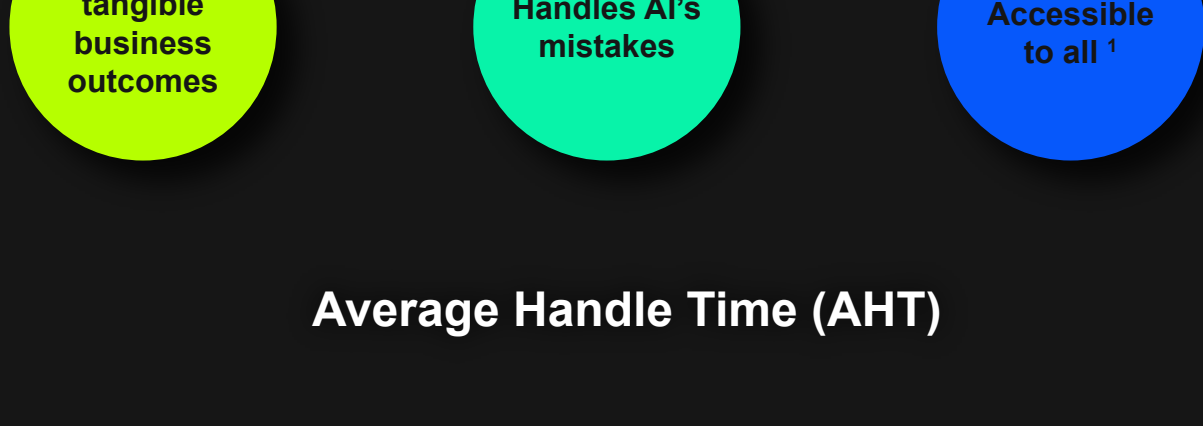
Focus on What Matters Most – Your Customers

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?



Average Handle Time (AHT)

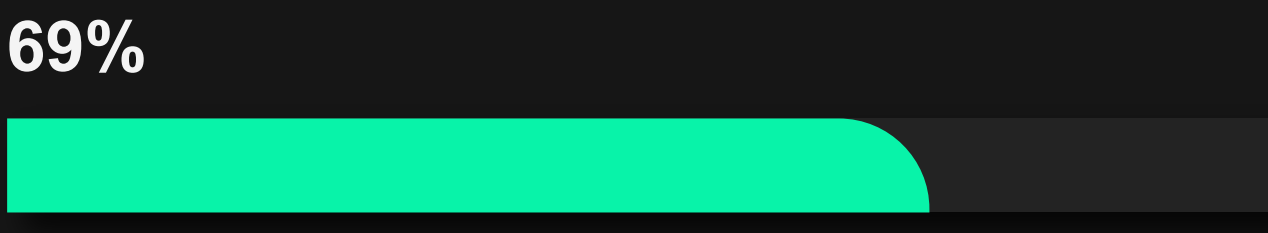
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| <p>The industry standard AHT is</p> <p>6 Minutes</p> <p>and</p> <p>10 seconds¹⁰</p> | <p>How to calculate AHT:</p> <p>Talk Hold Follow-up</p> <p>Calls = AHT (calculated in seconds or minutes)</p> | <p>For large enterprises that receive hundreds of thousands of calls in their contact centers, shaving</p> <p>20 to 30 seconds</p> <p>off each call can add up to millions of dollars in savings per year and a significant increase in productivity.³</p> |
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AI and Human Agents Together, a Great Combination

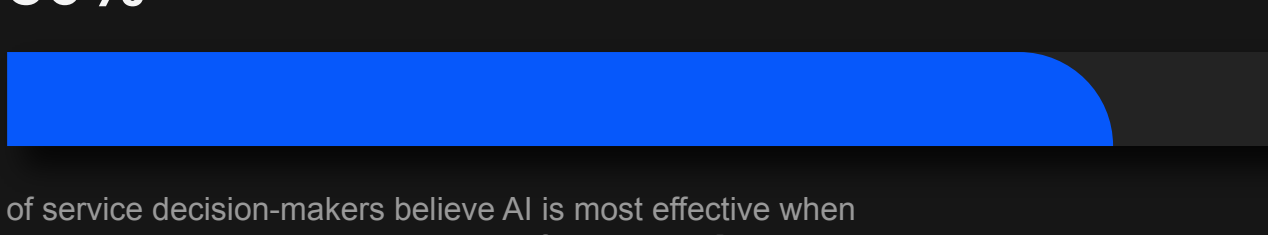
Companies that have combined AI with human agents have reported a



improvement in customer satisfaction and a



improvement in agent satisfaction.⁴

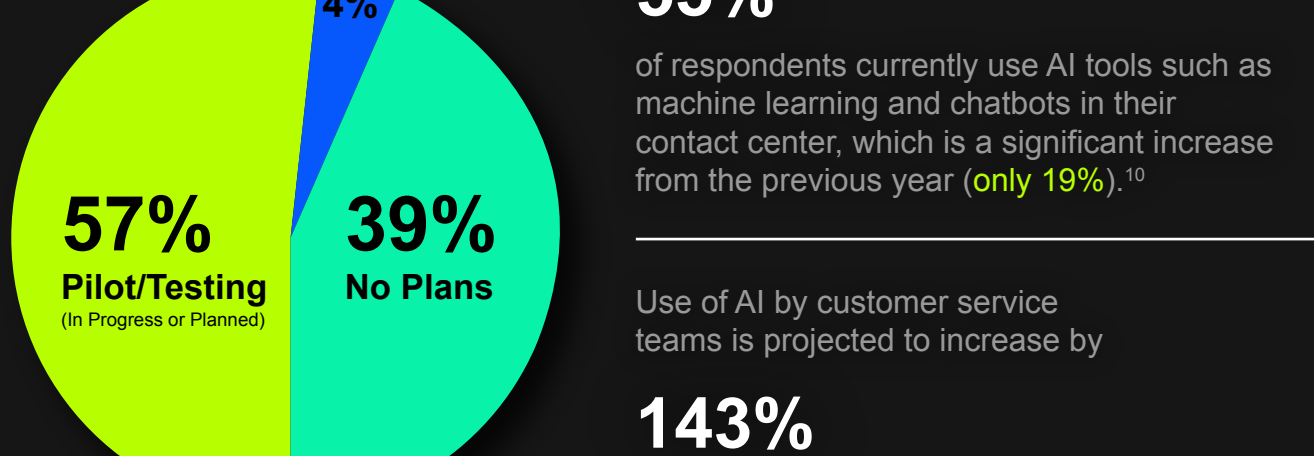


of service decision-makers believe AI is most effective when deployed with – rather than in place of – humans.⁵

AI Adoption in the Contact Center

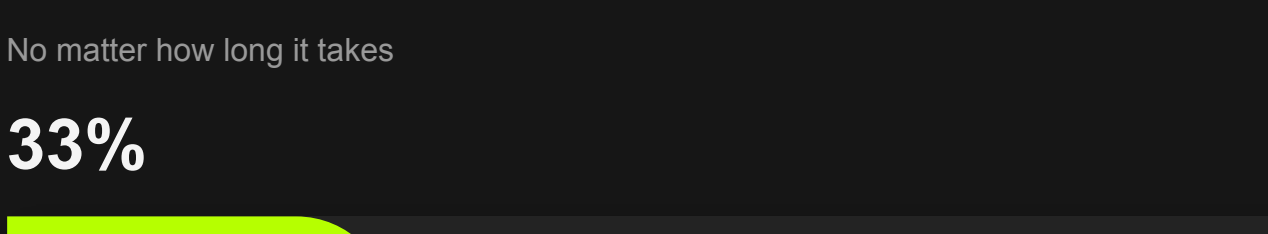
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| <p>34%</p> <p>of sales and marketing leaders believe AI will be the biggest game-changer for improving customer service.⁶</p> | <p>70%</p> <p>of companies will have adopted some form of AI, with the majority using a full range of AI technology, by 2030.⁷</p> | <p>56%</p> <p>of companies say AI is ready for broad adoption in their contact centers.⁸</p> |
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Companies are at various stages of AI implementation:⁹

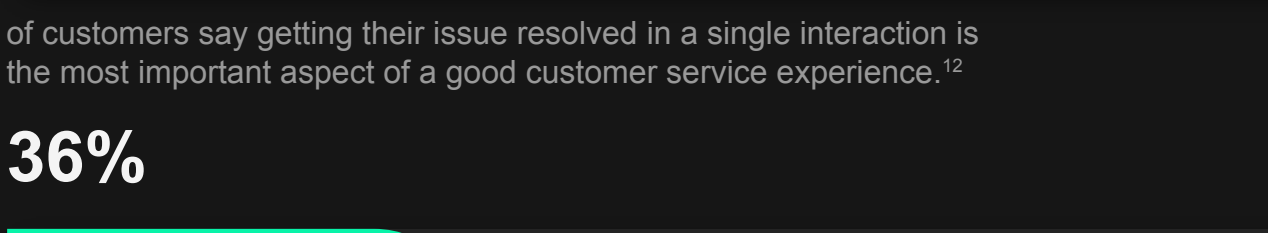


Resolving Issues is Critical

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



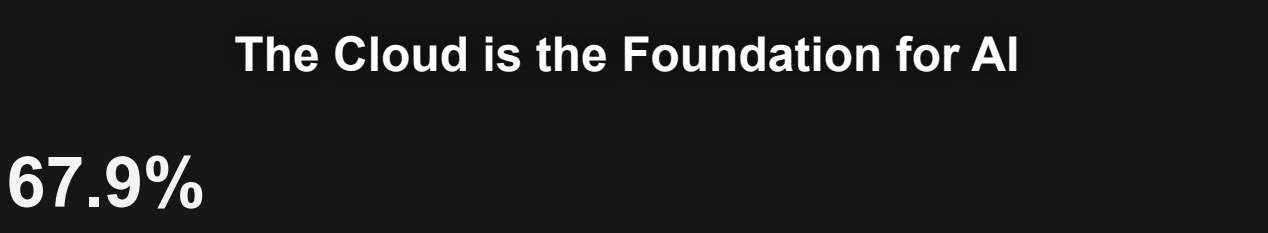
of customers say interacting with an agent who lacks the knowledge or ability to resolve their issue is the most frustrating aspect of a poor customer service experience.¹³

Value of Implementing AI

| | |
|--|--|
| <p>By 2025, customer service organizations that embed AI in their customer engagement center platforms will increase their operational efficiency by ¹⁴</p> <p>25%</p> | <p>In 2021, more than</p> <p>60%</p> <p>of B2B sellers will be enabled by AI and automation.¹⁶</p> |
|--|--|

| | |
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| <p>In 2021, AI augmentation will create</p> <p>2.9% Trillion</p> <p>of business value and</p> | <p>6.2% Trillion</p> <p>hours of worker productivity globally.¹⁵</p> |
|--|--|

The Cloud is the Foundation for AI



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



Ready to Learn More?

Let's Connect

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