Artificial intelligence is key for augmenting the contact center’s performance.

Why are businesses implementing AI in the contact center?

- 60% of businesses plan to implement/expand AI in their contact center within the next three years.

Virtual Assistants, chatbots, conversational IVRs, and intelligent agents improve the customer experience and help to manage agent volume.

AI automation improves workflows, increases accuracy, and reduces costs.

What frustrates agents?

- 92% of agents agree that technology can improve satisfaction.
- 76% of agents agree that AI helps them work more efficiently.
- 93% of agents agree that AI helps them work more effectively.

Agents depend on technology and processes to succeed.

How successful companies use AI

- 96% of agents feel that their technology helps them do their job more efficiently.
- 104% of agents report increased CSAT scores when using AI.
- 53% of agents report that AI reduces wait times.

Top reasons to use AI in customer interactions

1. Cross-sell/Up-sell opportunities
2. Agent satisfaction and efficiency
3. Analytics tools to identify trends

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