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

New technologies like Artificial intelligence (AI), Machine learning (ML), and Natural language processing (NLP) are transforming customer interactions.

In the contact center, AI can simplify the customer experience, give users a seamless experience, and deliver measurable improvements in efficiency, accuracy, and cost.

## Why are businesses implementing AI in the contact center?

60% of businesses plan to implement or expand AI in their contact center within the next three years.2

## Customers expect easy AI self-service options when doing business with a company.

85% of customers expect easy AI self-service options when doing business with a company.

## How successful companies use AI

### Top three reasons to use AI in customer interactions

1. Increase in CSAT scores when using AI and omni-channel.
2. Reduce wait times.
3. Offload common, simple, less creative inquiries.

### How successful companies use AI

96% of their agents only handle complex, highly specialized interactions or 20%.

104% increase in CSAT scores when using AI.

53% of users prefer to use bots and AI over a human agent.

## Artificial intelligence in the Contact Center

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

<table>
<thead>
<tr>
<th>Feature</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>80%</td>
<td>Complete calls, automatic on-hold management, and fewer queued calls.</td>
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<tr>
<td>70%</td>
<td>Expresses a capability to handle difficult issues.</td>
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<tr>
<td>71%</td>
<td>Agents have used technology to understand customers better.</td>
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## What frustrates agents?

### Agents depend on technology and processes to succeed

92% of agents agree that their technology experience is the #1 reason for their high job satisfaction.

76% of agents agree that their process experience is the #1 reason for their high job satisfaction.

93% of agents agree that the #1 reason for their high job satisfaction is their process experience.

## Artificial Intelligence in the Contact Center

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

80% Experience a reduction in call volumes with chatbots.

70% Consider bots and AI robotic automation an important function of the contact center.

71% Agree too many manual processes and lack of automation is a significant contact center problem.

## Business outcome

Improved agent satisfaction and reduced turnover.

## Use case

Support contact center agents and make them more efficient.

## Use cases

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Support contact center agents and make them more efficient.

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