

Welcome to CustomerCONNECT Thought Leader Session



Improving Agent Experience & Productivity with AI

FEATURED SPEAKER

McCall Peltier
Product Marketing Manager



interactions



PRESENTER



McCall Peltier

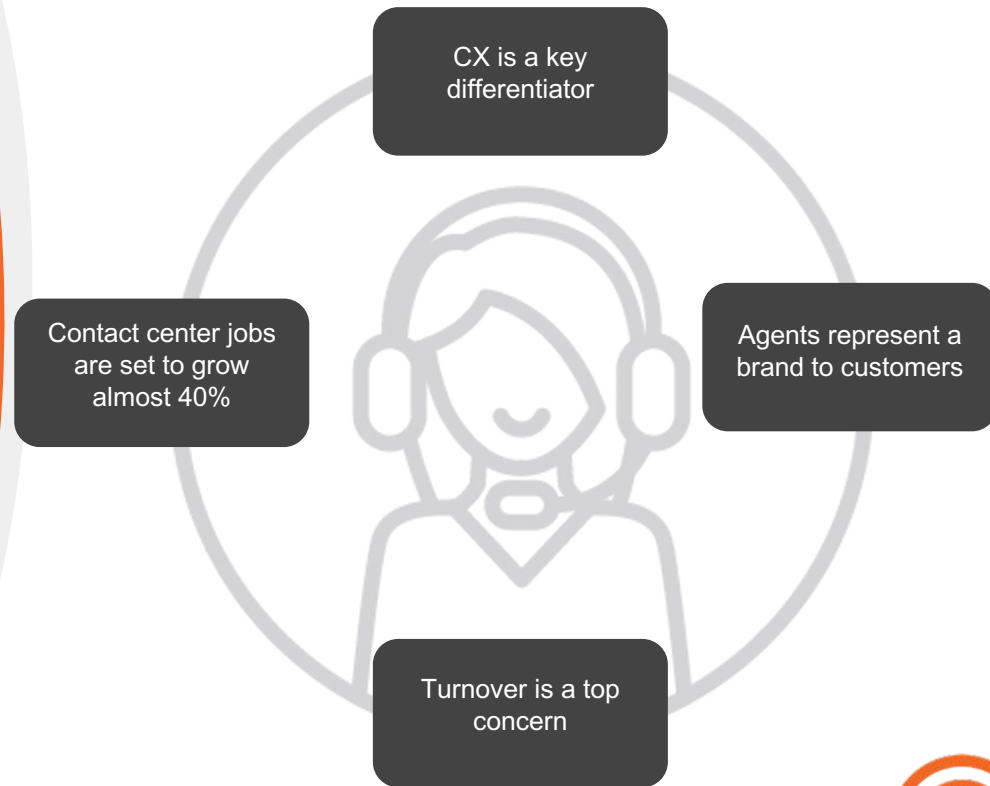
Product Marketing Manager

McCall is a Product Marketer with experience working in tech and healthcare industries. At Interactions, she is responsible for the development of messaging, go-to-marketing efforts and bringing enterprise software products to market. She has a BS in Finance from Bryant University and is currently pursuing an MBA from Babson.





Contact Centers are the Heartbeat of CX





Agent Experience is every touchpoint that a contact center agent encounters during their workday. This includes the shift hours, the facilities, the management, compensation, and more.





Companies with great employee
experiences still outperform the
S&P 500 by 122%

Pain Points in Contact Centers

✓ Unexpected Spikes
in Volume

✓ Fast Response
Times

✓ Frustrated
Customers

✓ Long Queues

✓ Repetition and
Monotony



Why Does Agent Experience Matter?

The reasons departing employees cite most often for leaving include a lack of challenging work, inadequate recognition, limited career paths, and too little flexibility. Failure to improve and retain talented employees can result in:

**Increased operational costs,
including training and recruiting**



**Negative impact on
customer satisfaction**

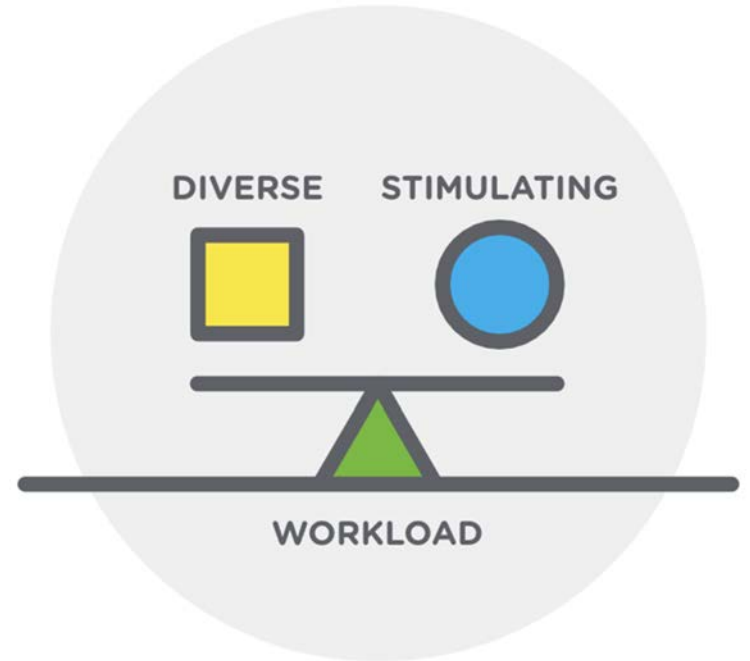


**Lost productivity
during ramp up**



Great Agent Experience Drives Great CX

- ✓ Diverse & Stimulating Work
- ✓ Complexity & Human Reasoning
- ✓ Stability & Consistency
- ✓ Reduced Frustration

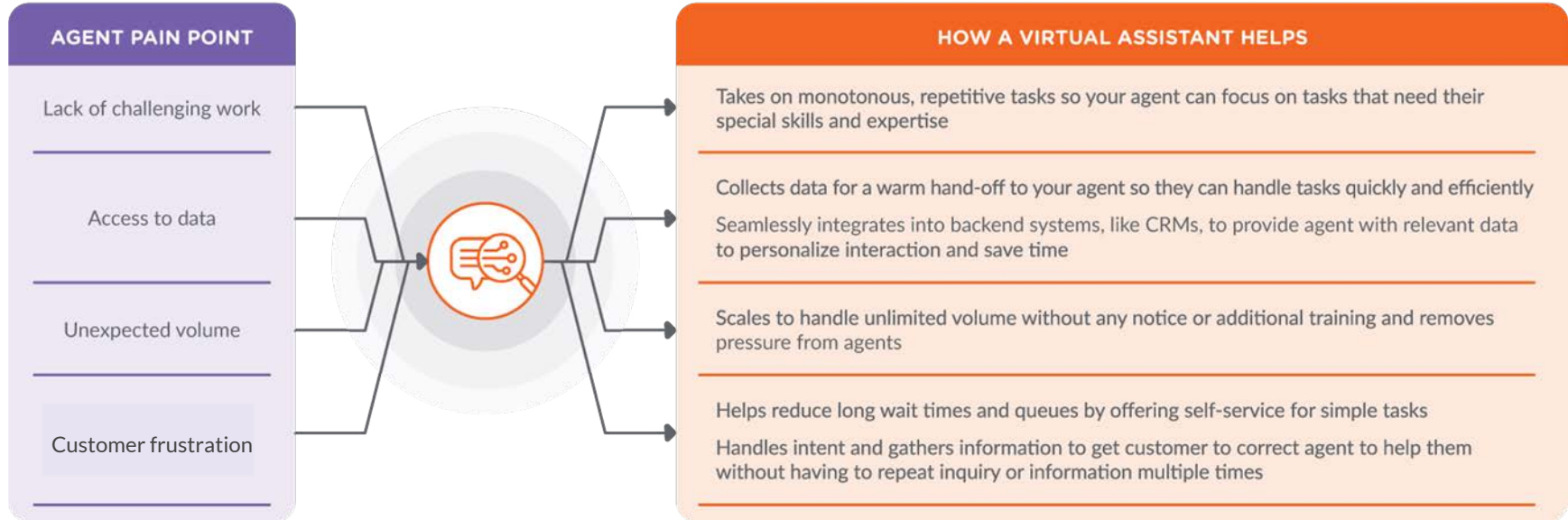




[Automation has the ability to improve both customer and agent experience]



Agents and IVAs are Complementary



IVAs Make Your Agents More Productive... and Happier

IVA behaves like your best agent, at scale

- Available 24x7x365
- Always delightful and ready to help
- Access to all the backend systems
- Reflects your brand-persona and follows rules
- Always compliant
- Immune to most crisis

IVA takes over the data-driven, transactional conversations, leaving your human agents to focus on tasks that need their skills



Steps to Improving your Agent Experience



Have a clear message and communication plan



Seek feedback from agents and managers



Focus on Education and Training



Begin career pathing conversations



IVAs Improve Productivity



Supporting Agents & Customers

Agents saw a boost in productivity and had the ability to refocus their efforts. The IVA interacts with consumers in a conversational and judgment-free manner, increasing self-service while improving CX.

- ✓ Reduction in wrong numbers through IVA
- ✓ Increased Self Service
- ✓ Increased Right Party Contact, improving agent productivity



Thank you



Thank you for attending this session. This event will be available for on-demand replay.

