

Consumers Prefer More Human Interaction for Customer Service

Contact centers are overwhelmed because of COVID-19 and customers are unhappy. This is solvable with AI + Automation innovation.

People still hate calling helplines, and it's no wonder.

66%

Two-thirds (66%) of respondents* have been put on hold for more than 30 minutes (and 9% reported hold times of 2 hours or more!).



72%

72% said they have hung up on a call when waiting to speak with a live person.



30%

Nearly one-third of respondents would prefer to deep clean the bathroom and 10% would rather wax eyebrows than be put on hold.



Yet, customers still want to talk to customer service.

78%

Fact: 78% of respondents called to speak to a live agent with 9% writing emails and only 5% used a chatbot.



Reinforcing the notion that in these trying times, humans still want to connect with humans via voice technology.



Agents are clearly overwhelmed, with voice AI software more essential now.

40%

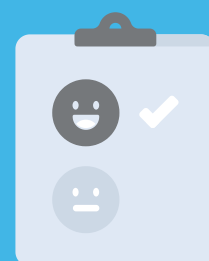
Of those who were put on hold with a company after calling about coronavirus, almost 40% said they were annoyed or frustrated.



Excellent customer service is still vital to the success of a business.

68%

68% said they would stop patronizing companies they had a bad customer experience with.



*Source: Uniphore survey completed in April 2020. Random online sampling of 1,000 people from across the U.S.

Uniphore is the global leader in Conversational Service Automation with a vision to disrupt an outdated customer service model by bridging the gap between human and machine using voice, AI and automation. So that every voice, on every call, is truly heard.

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