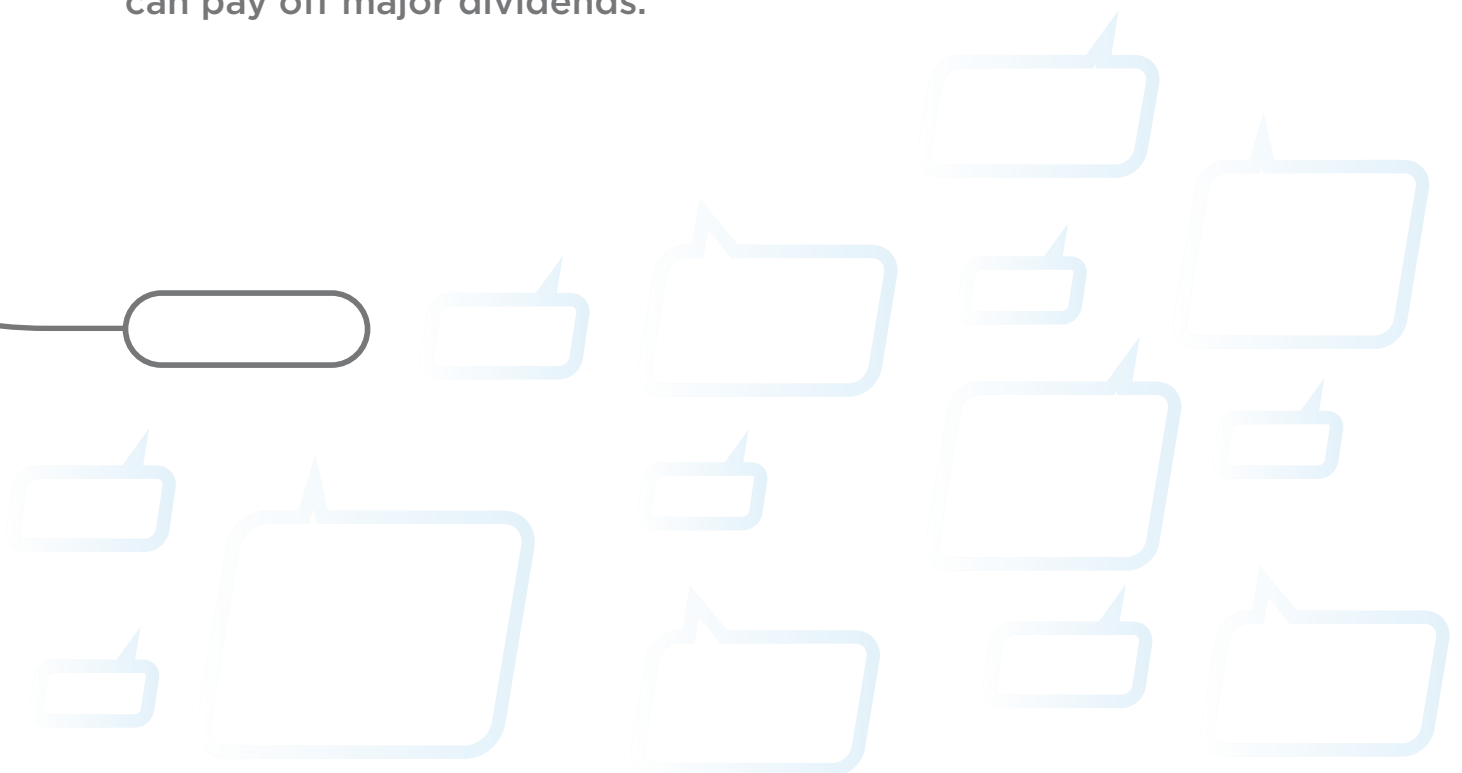# Understand
Every Conversation

Using AI to automate after-call work

In good times and bad, companies that focus on customer experience and satisfaction consistently outperform their counterparts. Reducing average handle time and shortening call wait times by automating post-call work can pay off major dividends.

How It All Adds Up

Average handle time (AHT) involves more than the actual conversation. It's the sum total of time spent talking to the customer, hold time during the call, and the time needed to complete after-call work. When you put it all together, it's easy to see the impact of longer AHT on operations, wait times, satisfaction, and cost.

6 minutes and 10 seconds

The current overall average for AHT based on calculations using Call Centre Helper's Erlang Calculator

After-Call Work Can Be Mind-Numbingly Tedious

The agent's work isn't complete when the call is over. After-call work encompasses everything your agents must accomplish after each conversation has ended. Often, these manual tasks are cumbersome, repetitive, and boring.

Categorizing and logging the call

Documenting/ summarizing the call notesv

**Updating information in customer relationship management (CRM) and other systems**

Performing follow-up tasks such as sending a confirmation email or scheduling follow-up actions

Artificial Intelligence *Transforms Contact Centers*

uniphore

To shorten the after-call effort, artificial intelligence (AI) is used to analyze and transcribe the call in real time and automate manual, repetitive tasks such as summarizing the call, categorizing calls, and entering information into other systems.
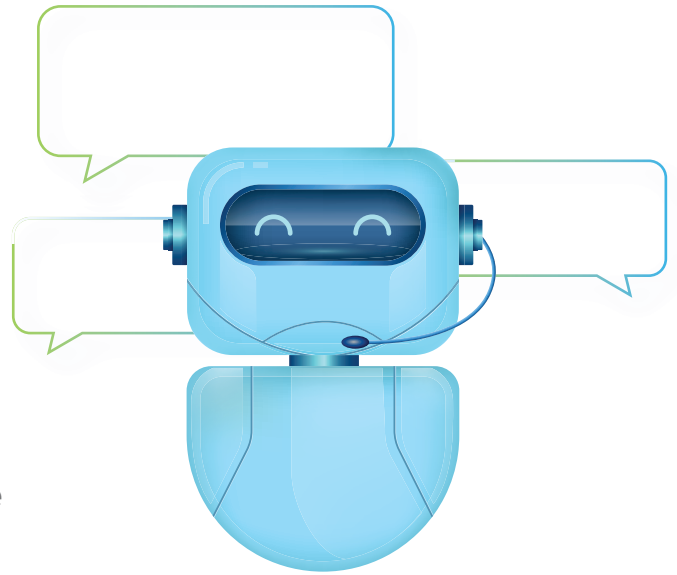
01
SELF-SERVICE:

Automatically transfers from conversational self-service to a human agent

02
DURING THE CALL:

a. Detects emotion, sentiment, and intent of the customer

b. Provides next best action and coaching to agent in real time

c. Listens and transcribes the call in real time

03
POST-CALL:

a. Presents the call summary for the agent to edit and confirm

b. Automatically updates CRM

Automating After-Call Work Delivers **Measurable Business Value**

uniphore

Uniphore leverages AI to significantly shorten the time needed for after-call work, improve agent efficiency, drive quality and consistency of wrap-up efforts, and reduce the average handle time. Consider the following real-world examples:

A healthcare company

80% REDUCTION IN AFTER-CALL WORK

20% REDUCTION IN AVERAGE HANDLE TIME

A financial services organization

27% REDUCTION IN AFTER-CALL WORK

A hospitality enterprise

15% REDUCTION IN AGENT TALK AND AFTER-CALL WORK TIME

A telecom company

60% REDUCTION IN WRAP-UP TIME