

IMPROVING THE AGENT EXPERIENCE WITH AI: FASTER SUPPORT, BETTER OUTCOMES

The role of a customer service agent is demanding, requiring empathy, problem-solving, and product expertise—while juggling time management and high-pressure situations. With rising expectations and call volumes, the job is difficult and more stressful than ever.



Agents Are Overwhelmed and Disengaged

The impact of agent burnout and disengagement extends beyond the workforce; it directly affects customer experience and key performance metrics. When agents are overwhelmed and disengaged, they struggle to provide quality service—leading to longer interactions, lower satisfaction scores, and increased operational costs.



Only 1 in 3 customer service reps are engaged on the job.

- Gartner



Disengaged reps are **84%** more likely to look for a new job
- Gartner



77% of call center agents report increased and more complex workloads compared to just one year ago.
- Salesforce



47% of managers feel their biggest problem operating a call center is high agent turnover, job burnout, and absenteeism.
- SQM Research

Customer Expect Personalized Interactions

Rising customer expectations, fueled by technological advances and increased competition, are pushing businesses to deliver personalized experiences and fast issue resolution.

76% are frustrated when this doesn't happen

71% of consumers expect companies to deliver personalized interactions

40% more revenue generated by companies that excel at personalization

Source: "The Value of Getting Personalization Right - Or Wrong - Is Multiplying," McKinsey & Co.

Generative AI-Powered Agent Assist Is a Game Changer

AI-powered real-time agent guidance takes the guesswork out of call flow processes by providing step-by-step recommendations and instant answers for faster, more effective issue resolution.

Agents need help to...	Real-time agent assist can...	Resulting in...
<ul style="list-style-type: none"> ✓ Resolve issues effectively 	<ul style="list-style-type: none"> ✓ Deliver dynamic, step-by-step recommendations to guide agents to resolution ✓ Connect knowledge resources to provide instant answers to customer questions 	<ul style="list-style-type: none"> ✓ Improved first contact resolution ✓ Reduced average handle time
<ul style="list-style-type: none"> ✓ Improve reporting accuracy and consistency 	<ul style="list-style-type: none"> ✓ Automatically generate conversation summaries, capturing key details such as customer information, actions taken, and outcome 	<ul style="list-style-type: none"> ✓ Fewer mistakes by eliminating manual data entry
<ul style="list-style-type: none"> ✓ Personalize the interaction 	<ul style="list-style-type: none"> ✓ Offer personalized guidance for the agent based on the conversation ✓ Automatically identify patterns and changes to them to alert agents in real time about products and services that would be most relevant 	<ul style="list-style-type: none"> ✓ Increased agent engagement ✓ Optimized agent and customer experience ✓ Improved sales effectiveness ✓ Improved customer satisfaction

AI-Powered Agent Assist: The Key to a Better Agent Experience

Contact centers using AI-powered real-time agent assist are seeing tangible improvements, from reduced onboarding time to greater operational efficiency.

50%

Reduction in agent onboarding time

+35%

Reduction in average handle time

20%

Improvement in first contact resolution

Empower your agents to deliver seamless, efficient, and personalized experiences. Learn how U-Assist can level up your contact center.

[Learn more](#)