When the Agent Experience Suffers, So Does Customer Experience
Agents Are Overwhelmed and Disengaged

Today’s agents are more stressed out, overworked, and likely to leave than ever before. Customer interactions, including complex customer issues, operating costs, and changes, have put an unprecedented strain on agents, resulting in decreases in customer satisfaction and agent turnover.

It is abundantly clear to both companies and agents that a better way is needed. When agents are disengaged and not performing to their full potential, it impacts the customer experience and the bottom line. The only way to systemically improve the experience for every agent is to give them the guidance and coaching they need at the precise moment they need it — while they are helping resolve customer issues.

The guidance and coaching they need at the precise moment they need it — while they are helping resolve customer issues.

Customers Expect Personalized Interactions
In the age of today, customers expect to interact with companies in a way that is convenient, efficient, and personalized. At the same time, customer expectations for service continue to grow. In addition to wanting their issues resolved quickly, consumers today also expect greater personalization. According to research from Gartner, 71% of consumers expect companies to deliver personalized interactions and offers when they are helping resolve customer issues faster, demonstrate empathy, focus on the conversation, and be more productive. The right real-time, in-call agent assistance can help.

Agents need help...

- To quickly identify the customer intent
- To accurately escalate issues when relevant
- To know the best action to take
- To receive personalized guidance for the right next action
- To be fostered in development and advancement
- To reduce average handling times
- To reduce number of steps on complex issues
- To improve contact resolution
- To reduce onboarding time
- To provide better agent and customer experiences

The only way to systemically improve the experience for every agent is to give them the guidance and coaching they need at the precise moment they need it — while they are helping resolve customer issues.

50% of agents need help to resolve customer issues faster
40% of agents need help to improve their empathy
20% of agents need help to resolve customer issues quicker

Agent job is more difficult and stressful than ever before, with increasingly complex customer issues, rapid product changes, and continued high volumes of calls to handle.

Agents need help to...