



When the Agent Experience Suffers, So Does Customer Experience

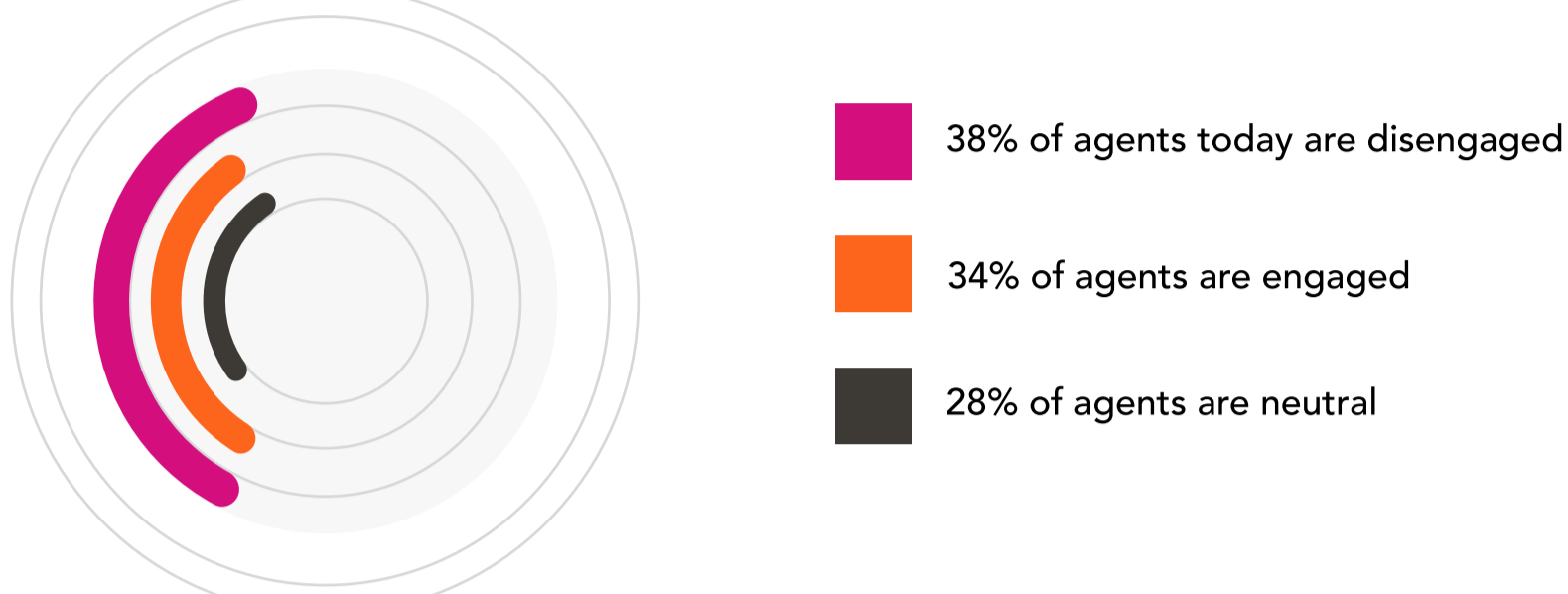
Today's agents are more stressed out, frustrated, and likely to leave than ever before. Traditional tools don't help. The only way to systematically improve the experience for every agent is to give them the guidance and coaching they need at the precise moment they need it — while they are helping resolve customer issues.

Agents Are Overwhelmed and Disengaged



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

Only one in three agents are engaged on the job:

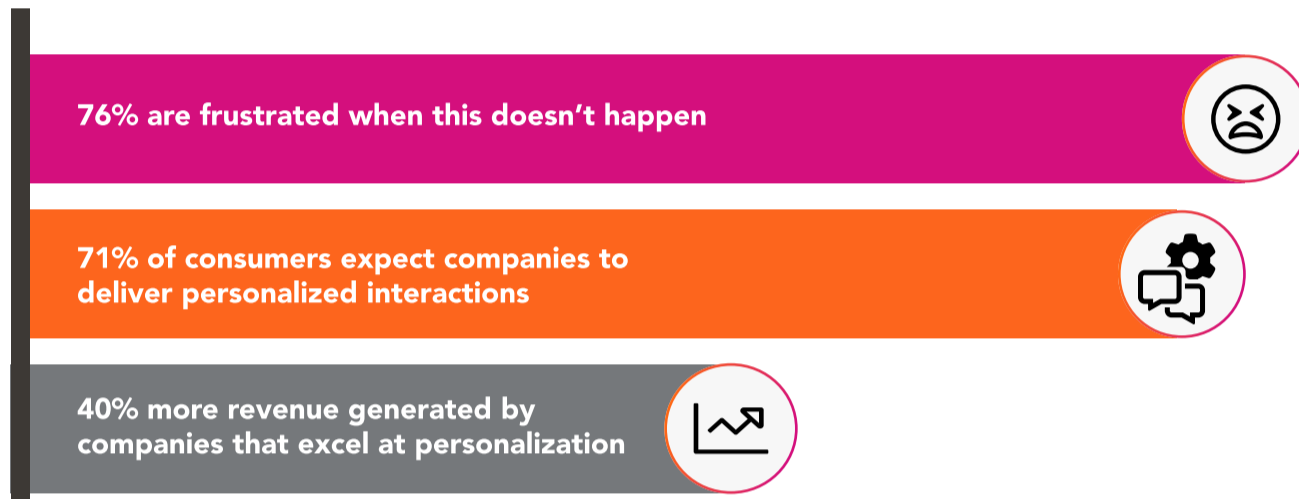


Source: "Gartner Says Only One in Three Customer Service Reps Are Engaged on the Job," Gartner, June 2021

Customers Expect Personalized Interactions



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.



Source: "The Value of Getting Personalization Right — Or Wrong — Is Multiplying," McKinsey & Co., November 2021

Real-Time, In-Call Agent Assistance Is a Game Changer

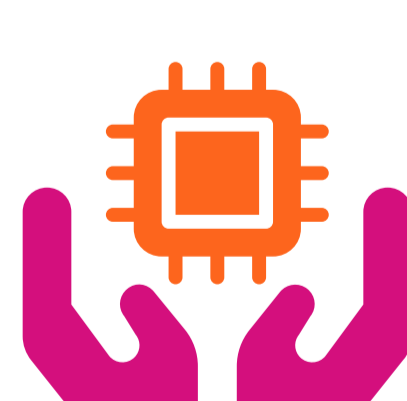


Powered by conversational AI and automation, real-time agent assistance helps agents resolve issues faster, demonstrate empathy, focus on the conversation, and be more productive. The right solution augments and assists agents during the call, combining rules-based guidance and workflows with conversational AI to provide personalized, dynamic guidance based on the conversation.

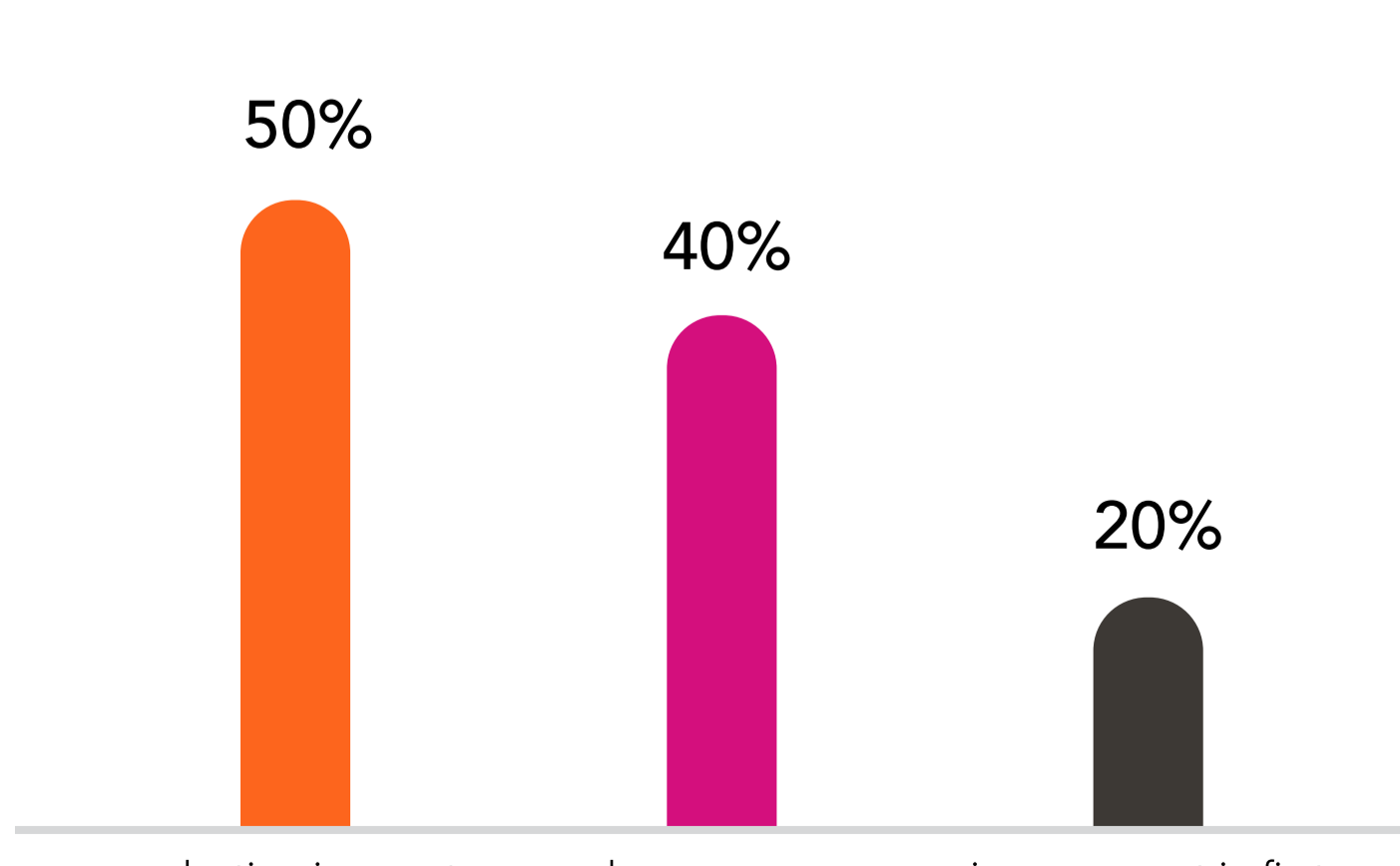
Agents need help to...	Real-time, in-call agent assistance can...	Resulting in...
Quickly identify why the customer is calling	<ul style="list-style-type: none"> Use conversational AI to identify customer intent as well as sentiment and emotion 	<ul style="list-style-type: none"> Reduced agent discovery time and average handle time Increased agent engagement and empathy
Resolve the issue faster	<ul style="list-style-type: none"> Automatically pull up relevant customer information and offer guidance on next best action to take Automate tasks on the agent's behalf 	<ul style="list-style-type: none"> Faster time to resolution and reduced handle time Reduced number of screens for agents to log into Improved customer satisfaction
Improve consistency and make fewer errors	<ul style="list-style-type: none"> Guide agents using pre-programmed workflows and next best actions Automate tasks using robotic process automation 	<ul style="list-style-type: none"> Reduced errors and fewer repeat calls Improved agent productivity Faster time to agent proficiency
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

Machines Helping Humans

Transformative Results



Contact centers that deploy real-time agent assistance are seeing dramatic improvements:



Click here to learn more about Uniphore's U-Assist solution that offers both rule-based and AI-powered options to suit your needs.

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