Agent Assist

3 reasons why Generative AI is a game changer for Agents

1. Richest source of unstructured data

Agents engage in numerous daily conversations with customers, providing a wealth of fresh, unstructured data. This data, derived from customer interactions, is exceptionally rich in insights. Generative AI presents an unprecedented opportunity to leverage, utilize, and optimize this valuable customer interaction data as never before.

2. The ROI of agent efficiency

Agent efficiency remains a sought-after goal in an industry facing shifts toward hybrid models, high turnover, and substantial investments in training and bolt-on solutions for legacy systems. Companies like Avaamo, with their Generative AI, offer an elegant and rapid solution that significantly enhances agent efficiency from day one. In fact, more than 50% of an agent's activities, such as searching, typing, and responding, can be automated using Generative AI.

> "We had agents spending an average on 3 minutes of ACW [After Call work]. Now that's has been reduced to zero."
>
> – Avaamo Customer

3. The value of an enhanced agent experience

The pandemic highlighted the importance of a responsive customer experience, which starts with motivated agents efficiently handling these interactions. The current situation, where agents are burdened with repetitive tasks and struggle to keep up with contact center workloads, compounded by the pressure to optimize costs, has led to a surge in agent dissatisfaction. Enhancing every facet of the in-call and post-call journey for agents represents a technological leap that can mitigate agent dissatisfaction, increase efficiency and productivity, resulting in reduced Average Handling Time (AHT) and lower turnover rates.

Avaamo Agent Assist provides Contact Center Agents with the most secure, scalable, Generative AI-powered solution on the market, to optimize every aspect of an agent's workload.

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