

# Save Millions in After-Call Work Costs with the Interaction Wrap Up Bot

In many contact centers, agents spend several minutes typing manual call summaries after each interaction. How much money are you spending on after-call work like this in your contact center? And, when customers have to repeat themselves due to poorly written summaries, how does it affect their experience with your business?

The Verint® Interaction Wrap Up Bot™ uses generative AI to summarize conversations between customers and agents, dramatically reducing after-call work. This enables you to lower agent costs, improve wrap-up quality, and elevate customer experience simultaneously.

## What is Generative AI?

Generative AI refers to AI models, such as ChatGPT, that are trained on existing data sets to intelligently understand language and create new content. Some popular examples include AI-generated art, music, and written essays. Generative AI is a fast-growing field that is revolutionizing the way we work across industries. Customer service is no exception—with generative AI, many mundane manual tasks can be automated.

## Automating After-Call Work

In many contact centers, agents are required to create a manual summary of an interaction once the call is complete. This requires the agent to remember the various aspects of the conversation and accurately and succinctly document them before moving on to the next task. Often, agents will create handwritten notes on their desk to remember details of the interactions, which can pose a serious security risk. This manual call summary process can take several minutes—minutes that could be better spent helping the next customer. Furthermore, manual agent summaries can be incomplete and inconsistent.

The Interaction Wrap Up Bot changes this process completely by automatically generating a consistent, accurate, and secure summary of the interaction upon completion.

## How Does it Work?

First, our industry-leading Verint Da Vinci Real-Time Transcription API Service™ turns the audio of an agent and customer's interaction into a highly accurate transcript. Although the transcription happens in the Verint Cloud, Verint Enterprise Recording™ can capture the conversation in your ACD of choice—whether it's an on-premises, cloud, or hybrid environment.

The Interaction Wrap Up Bot, which can be easily embedded in your workflows for minimum disruption and maximum impact, then uses generative AI to quickly produce a summary of the conversation. Thanks to our open approach, this can be done using your own LLM or ours. The summary is delivered to your system of record in a matter of seconds, which significantly reduces the time spent on after-call-work.

And, as the bot continues to train on fresh interaction data, the quality of the summaries will improve even further over time—all while keeping your data safe. Your data never leaves your environment and is not shared with anyone else while creating these summaries.

**VERINT**®



# Executive Perspective

## AI Business Outcomes

The Interaction Wrap Up Bot leverages generative AI to deliver precise, consistent, and unbiased summaries of your agents' interactions in seconds. It can help you:

- Significantly reduce the cost of after-call work by automating the summary process.
- Improve wrap-up quality by eliminating inaccurate, incomplete, and biased information often found in manual call summaries.
- Increase agent capacity and employee engagement by letting your staff focus completely on customer interactions, rather than administrative tasks.
- Reduce handle time and improve customer experience by providing helpful insight for the next agent who may handle a follow-up interaction with the same customer.
- Lower the risk of exposing customer data posed by hand-written notes.

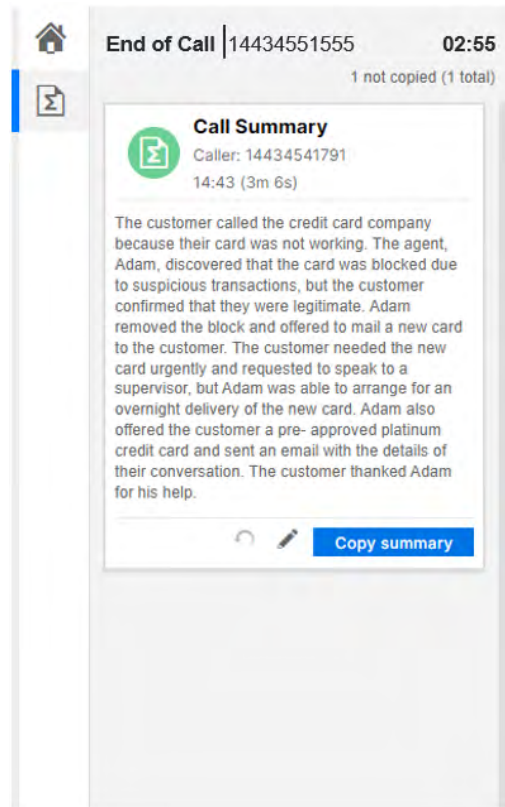
## A Real-World Example

Picture a 1000-agent contact center that is looking to reduce its after-call work costs. By deploying the Interaction Wrap Up Bot, after-call work could be reduced by 60 seconds on each call, driving cost savings of more than \$7.2 million for the company—that's 14x ROI in just one year.

And that's only the short-term benefit—as the bot uses machine learning to keep training on fresh interaction data, it will further improve its summaries, delivering better CX and AI business outcomes.

## Conclusion

Generative AI is changing the way we work in many ways. Solutions such as the Interaction Wrap Up Bot use artificial intelligence to automate administrative tasks that are tedious and repetitive, allowing agents to focus on the human touch in customer conversations to increase agent capacity and drive a superior customer experience.



Learn more at  
[www.verint.com](http://www.verint.com)

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