

VERINT.

**Improving
the Agent Experience:
Ways to Use AI in Your
Contact Center Now**



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Prioritizing the Agent Experience

Contact centers are caught in a cycle of high employee attrition and understaffing. According to a recent study, 63 percent of contact center leaders are facing staffing shortages¹, and replacing an agent can cost up to \$15,000. But reducing attrition is just the tip of the iceberg. When your agents can do their job more quickly and easily, you can save millions from the resulting increase in agent capacity.

To counter high attrition rates and improve the agent experience (AX), contact centers must understand the most important challenges agents face, namely:

- Lack of scheduling flexibility
- The difficulties of the job
- Demanding and often frustrated customers
- Lack of feedback and ongoing training

Let's take a closer look at each challenge.

(1) Recent Research Suggests That Something Has to Change in the Contact Center Space, Forbes, July 26, 2023.





Lack of Scheduling Flexibility

Contact center agents highly value a healthy work-life balance. Since about 40 percent of the total labor force² are parents with a child under age 18 at home, their need for flexible hours is not uncalled for.

Yet it's not just parents who could benefit from flexible hours and easy schedule changes. Say you have a broken pipe, and the plumber can only come at 4:00 p.m.—but your shift ends at 6:00 p.m. To avoid the hassle of a lengthy change-request process, you might simply call in sick, leaving the team short-handed for the day.

To optimize the agent scheduling experience, contact centers should look for a solution that allows agents to adjust their schedules or swap shifts on their own while maintaining team balance.

(2) Parents have returned to the workforce, but gains are uneven and challenges persist, Glassdoor, September 16, 2022.



Difficulties of the Job

Customer service representatives have a tough job. They often have to switch between multiple applications to find answers, and they have to engage with customers across channels. In fact, the need to search for information is one of the [primary reasons](#) for placing customers on hold.

Plus, an agent's day is often filled with tedious, repetitive tasks, like answering the same questions again and again or manually writing a summary of each call. Approximately 75 percent of an agent's time is spent on such repetitive tasks,³ which can be very demotivating.

Without the right technology, agents can feel frustrated and unproductive, leading to annoyed customers, low NPS, and wasted productivity. [Automating boring tasks](#) in contact centers can free agents for more valuable work, boosting engagement and creating capacity.

(3) Will AI Put Agents' Jobs At Risk?, Verint, January 26, 2024.

Demanding (and Often Frustrated) Customers

Today's customers have higher expectations than ever. And when their expectations aren't met, some customers can be angry, argumentative, and even disrespectful. In addition, customers are often **frustrated because they have to make repeated calls** to solve a problem, which further complicates agents' lives. In fact, their **dislike of dealing with dissatisfied customers** is one of the main reasons that agents quit their jobs.

Although frustrated customers are not something contact centers can easily take out of the equation, it's important to be aware of this aspect of agents' challenges and focus on solutions that can ease agents' job, such as real-time support for handling complex issues or dissatisfied customers.



Lack of Feedback and Ongoing Training

Prior to 2020, less than 20 percent of contact center employees worked remotely. Today, remote and hybrid workers make up around 60–80 percent of that workforce.⁴

The work-from-home model (WFH) has many benefits, but it does complicate a manager's ability to deliver performance reviews, feedback, and training. Accurate, unbiased feedback not only improves employee engagement and retention, but also drives significant improvements across compliance, efficiency, and customer experience. Companies and agents must find new ways of setting expectations, discovering improvement opportunities, and asking for and receiving in-the-moment guidance from afar.

(4) IDC, Enabling Agents With Technology for Productivity and Employee Experience, Doc # US50109523, December 29, 2023.



Improve the Agent Experience by Putting AI at Agents' Fingertips

To improve the agent experience and increase agent capacity, contact centers must bring the right tools to the table. Let's look at a practical scenario where a contact center supervisor increased his team's capacity while keeping his agents happy with the help of automation.

Kyle is a Team Lead who manages a WFH team of agents. His team includes experienced and talented agents, but they all have their own needs, strengths, and weaknesses.

Let's meet a few of Kyle's agents and learn how artificial intelligence (AI)-powered, specialized bots are helping create a better AX to drive real business outcomes.



1. Empowering Employees with Flexible Scheduling



Anne is an excellent support agent and a single mom of two who needs flexible working hours to keep her work-life balance.

MyVerint Mobile App

MyVerint™ Mobile App is Anne's biggest help when it comes to flexibility. She can view her schedule and performance data at any time and from any location. In addition, with the Verint® TimeFlex Bot™, Anne can make unlimited schedule changes without having to wait for approval.

Thanks to the app's natural language interface that leverages Verint Open Platform™ data and Verint Intelligent Virtual Assistant™ (IVA) technology, Anne can even chat with the app to quickly find answers when needed.

A multinational insurer deployed the TimeFlex Bot to increase scheduling flexibility. They decreased attrition by 30 percent and reduced absenteeism by 23 percent for a savings of \$4.5 million.

2. Eliminating Repetitive, Manual Tasks



Joe is an experienced support agent. He's great with people and excellent at customer interactions but has trouble remembering all the details when writing call summaries.

Verint Interaction Wrap Up Bot

Verint Interaction Wrap Up Bot™ takes a significant load off Joe's shoulders by summarizing interactions in seconds. The completed summaries are accurate, consistent, and unbiased, providing the next agent with proper context. The bot can be easily embedded in both voice and digital interactions with minimum disruption and maximum impact.

With the Interaction Wrap Up Bot, Joe can increase his capacity and focus on customer interactions rather than administrative tasks.

The Interaction Wrap Up Bot can save up to 60 seconds on every single call. What would 60 seconds of additional capacity per call mean for your contact center?

3. Alleviating Customer Stress and Frustration



Liz has noticed some customers are extremely frustrated when they call and has trouble helping them calmly resolve their issue.

Verint Coaching Bot

Verint Coaching Bot™ provides the assistance and focused guidance Liz needs—in real time. The bot listens to conversations and uses AI to notify her if customer sentiment is negative, and it offers guidance if the customer may be a churn risk. If a customer has positive sentiment, the bot can help Liz with timely cross-sell and upsell offers that may be relevant.

Using the Coaching Bot, Liz could reduce call duration, increase sales conversion and customer retention, improve compliance adherence, and enhance customer sentiment.

A bank deployed real-time coaching for those agents struggling with mortgage applications and raised their contact center NPS from +3 to +39.

4. Increasing Performance Feedback for Improved Quality and Compliance



A company recently learned that key regulatory phrases were omitted during a customer interaction, which could result in hefty fines. Jimmy handles these types of interactions frequently, so it's critical the company can track that he always follows these guidelines.

Verint Quality Bot

Verint Quality Bot™ helped Kyle's team go from evaluating a very small sample of calls per week to evaluating 100 percent of interactions—without increasing supervisor effort. The bot can spot every compliance mistake—even if it's buried in thousands of interactions.

The Quality Bot can also work together with the Coaching Bot to provide real-time reminders about relevant compliance procedures.

A bank provided guidance to 2,000 agents with timely reminders of compliance requirements and achieved 100 percent compliance with local regulations.

5. Enhancing In-the-Moment Experiences



Zoey is a fresh graduate and an entry-level support agent. She is eager and quick to learn, but there's a lot to cover in a short time. She needs an easily accessible knowledge base to quickly find answers.

Verint Knowledge Bots

One of Verint's Knowledge Bots, the [Verint Knowledge Suggestion Bot™](#), provides instant access to information directly in Zoey's workflow. The bot suggests relevant knowledge in real time during customer interactions, without even having to type a search. And when she does choose to search, the [Verint Knowledge Automation Bot™](#) scours through all available content sources and summarizes the best answer using generative AI.

With the Knowledge Bots at hand, Zoey could significantly reduce her average handle time, which means she can now help more customers, faster.

A large bank reports that Verint Knowledge Bots save an average of 20 seconds on each call, for an annual savings of \$9 million.

Improve the Agent Experience with Verint

Drive Immediate AI Business Outcomes

A positive AX is essential to maintaining high service levels at a contact center. That's why companies that invest in AI-powered solutions to enhance the experience of their employees have a serious advantage. Yet, implementing such solutions may sound daunting, as companies don't want to rip and replace their entire contact center infrastructure.

The good news is that with the [Verint specialized bots](#), you don't have to do that. You can start with just one bot, one improvement area, or a subset of agents and expand over time. The Verint bots are quick and easy to deploy and can drive immediate AI business outcomes, including improving customer and employee engagement.



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