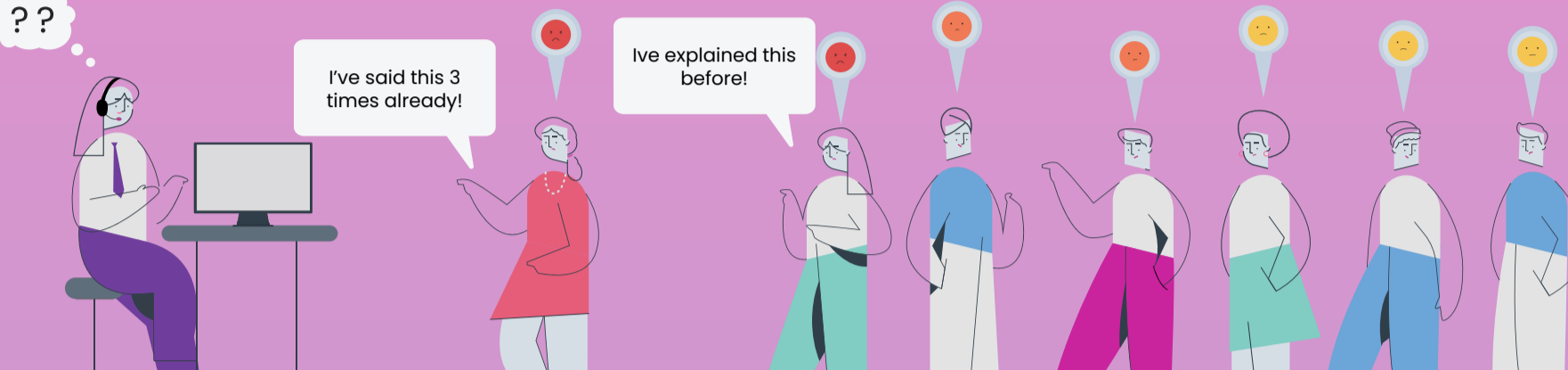
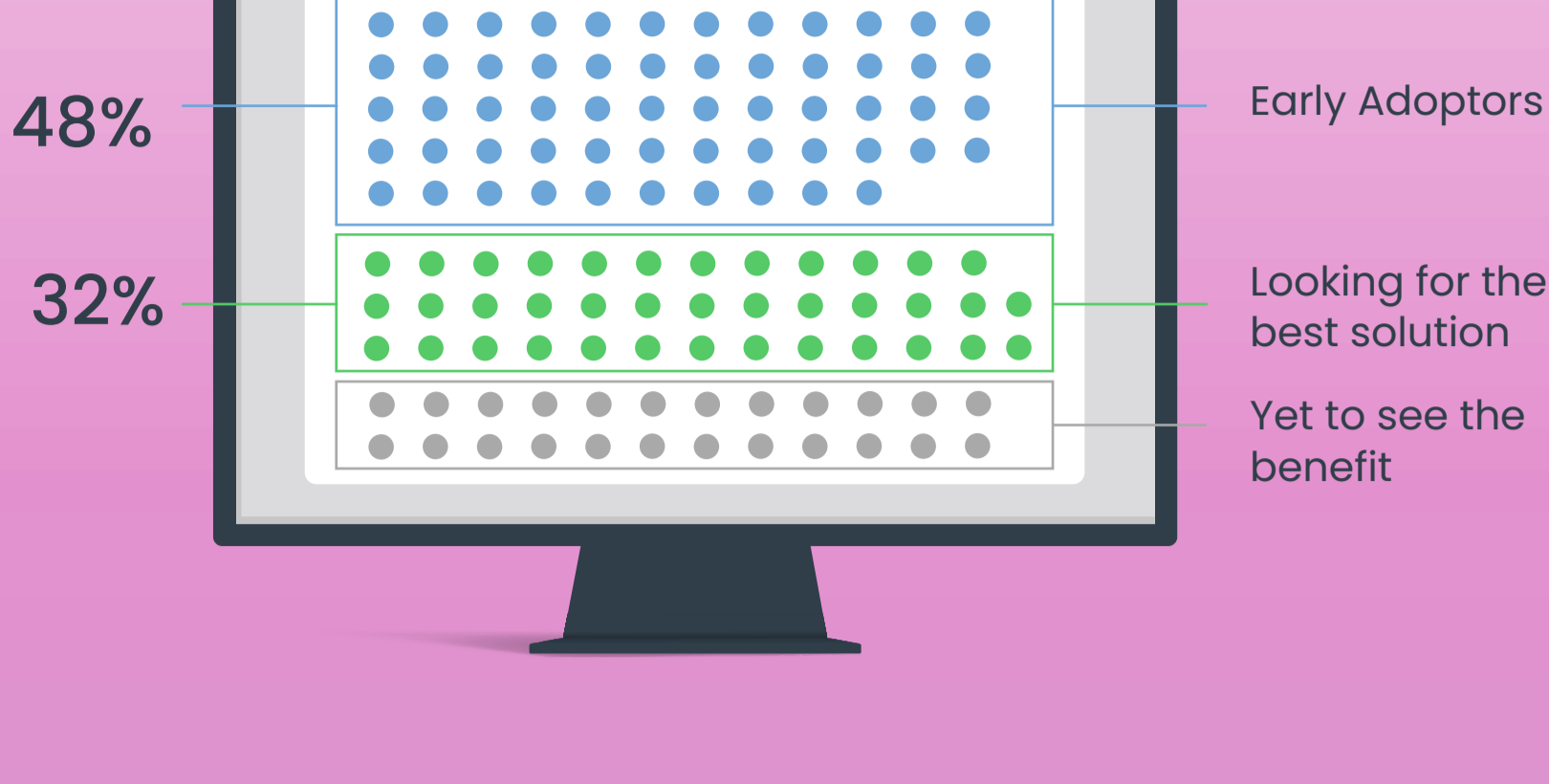


The Current State Of The Contact Centre

80% of contact centre professionals consider bots and AI robotic automation to be an important function of the contact centre.

So far **48%** have deployed such technology into the contact centre.



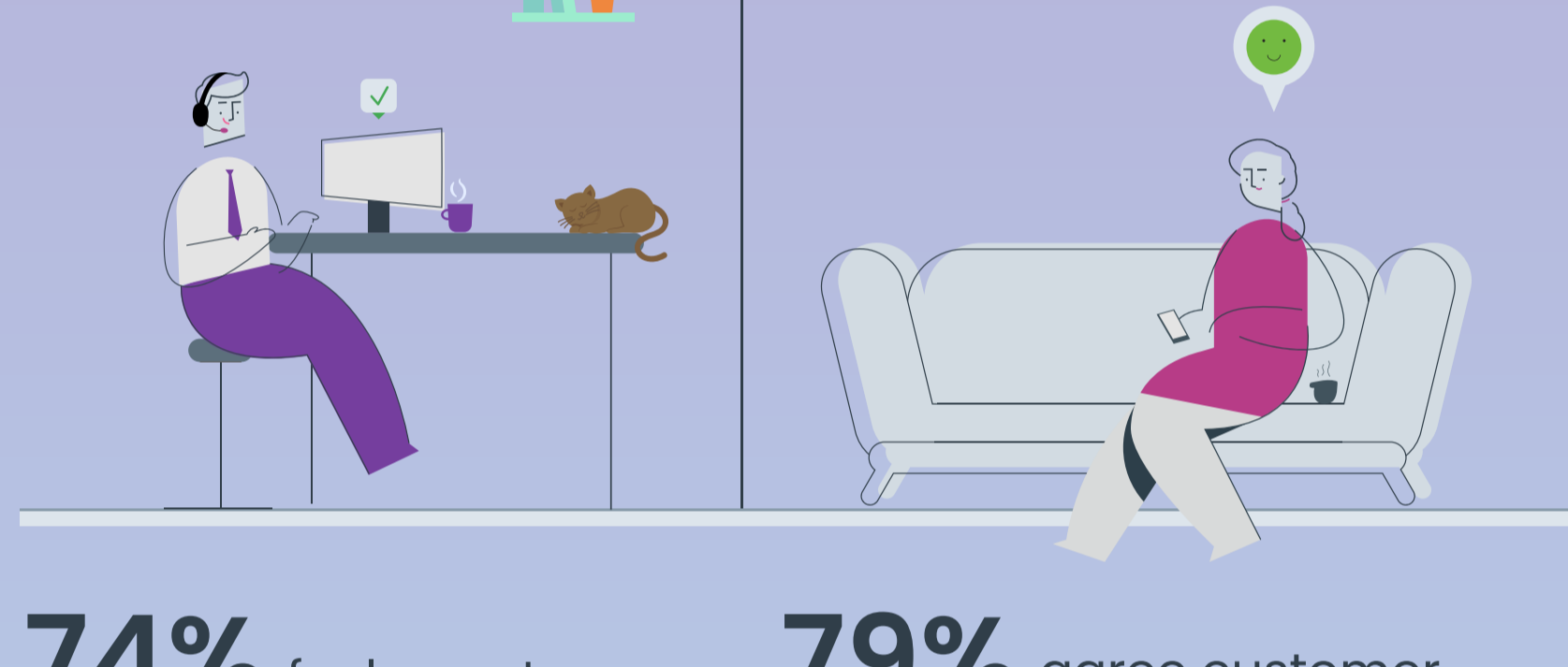
of customers are most frustrated by having to wait to talk to an agent. **33%**

33% are most frustrated by having to repeat themselves to multiple support reps.



72% agreed that fragmented customer experience was a top challenge for contact centres

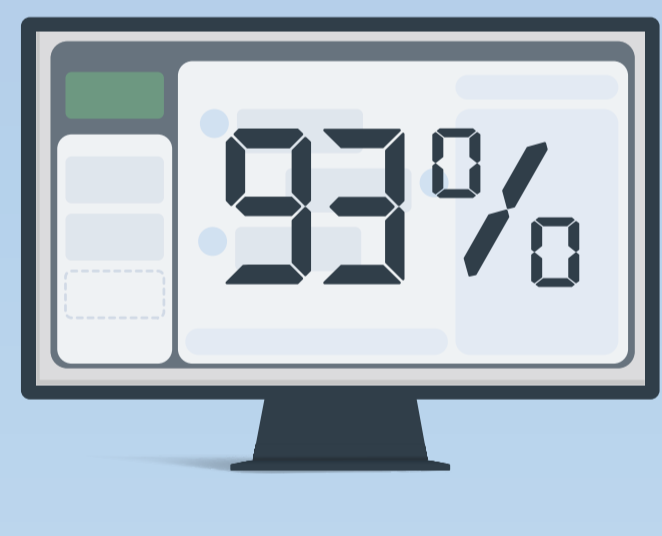
Growing Customer Expectations



74% feel agent experience has a significant impact on customer experience

79% agree customer experience has a significant impact on business results

According to a recent study where 700 contact centre executives were interviewed

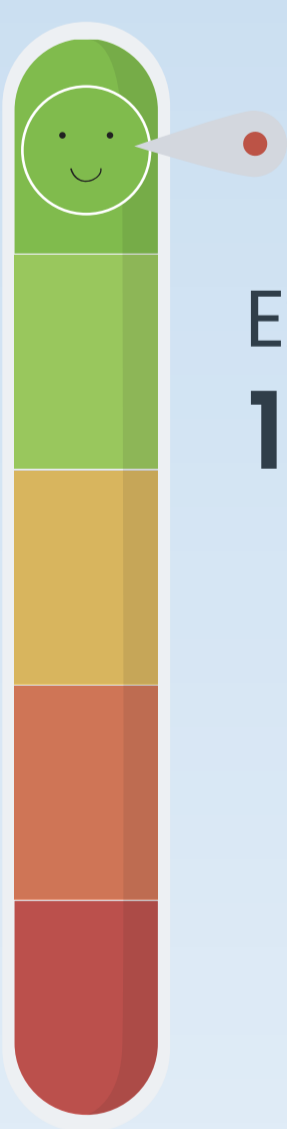


agree technology is very important in creating a better customer experience

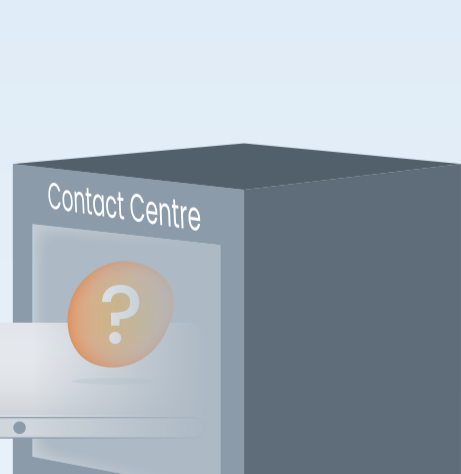
67% of customers prefer to solve issues themselves

Search

The Self-Service Contact Centre



Experience a **12%** increase in CSAT



Handle **20%** of Routine Queries

70% experience a reduction in call volumes when chatbots are deployed



4-8%



Businesses can grow revenues by 4% - 8% when they prioritise better customer service experiences.