



# Three Tips to a Better Agent Experience

*Great customer service depends on a great agent experience. Arm your agents with what they need to succeed and watch customer satisfaction and business results rise.*

## BACKGROUND

## What's handcuffing agent productivity?



Juggling Omni-channel Engagement



Struggling with insufficient tools

**55%**

of businesses use at least 10 channels to interact with customers.<sup>1</sup>

**13%**

Average amount of time agents spend looking for information.<sup>2</sup>

**3**

Average number of applications agents use at a time to find information.<sup>3</sup>

## How to take agent productivity to the next level.

### TIP #01

### Provide an informative agent dashboard

- One view of the omni-channel customer journey
- One place to access all enterprise systems

**Best-in-class omni-channel customer care programs see on average:<sup>4</sup>**



**16.5%**

Decrease in average handle time

**29.8%**

Increase in customer satisfaction rate

**83%**

increase in customer retention rate

**13.2%**

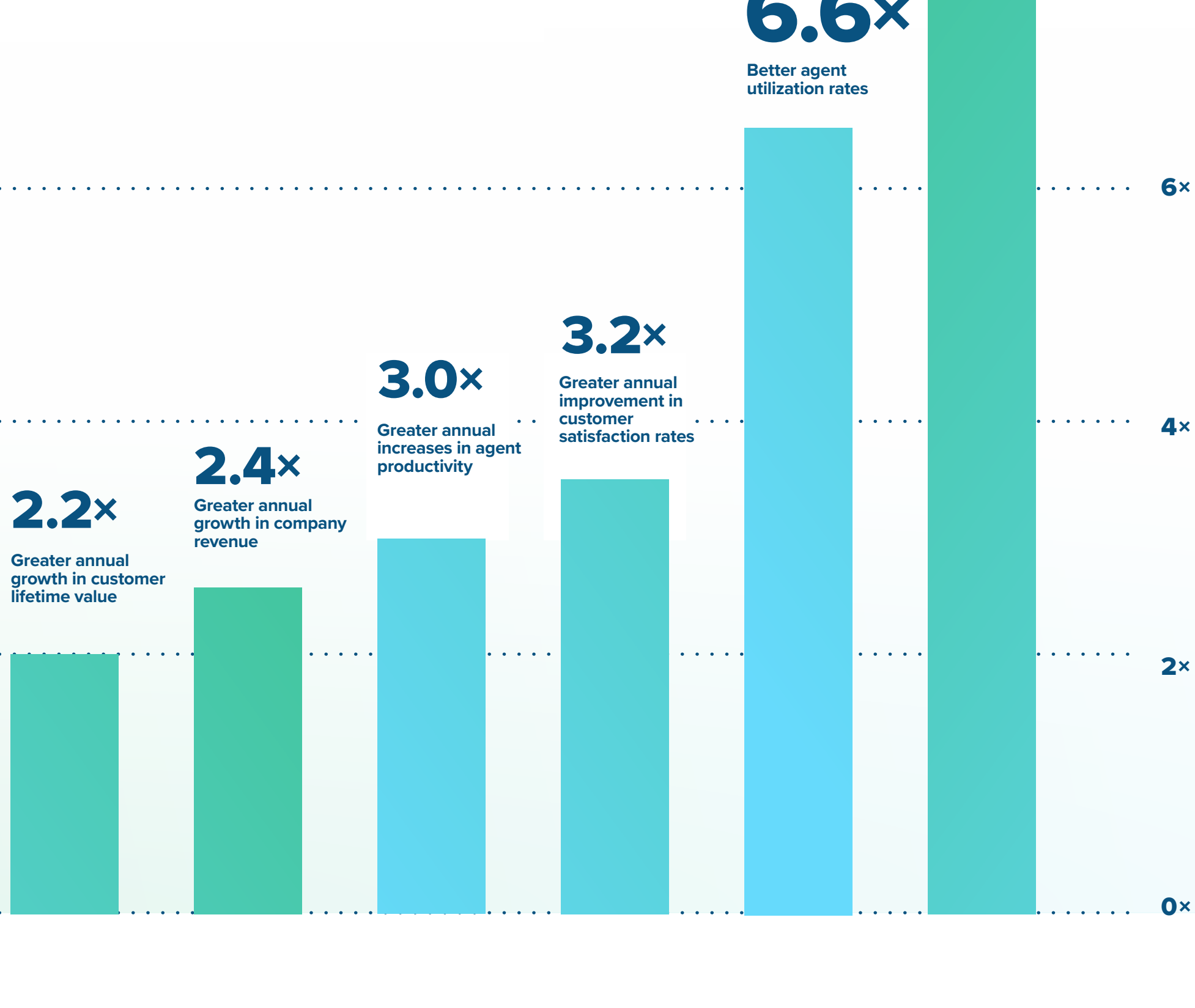
Increase in agent utilization rate

### TIP #02

### Enable universal communication in the contact center

- Easily communicate with other employees
- Solve customer issues more quickly

**Compared to firms without UC, firms enabled with UC see:<sup>5</sup>**

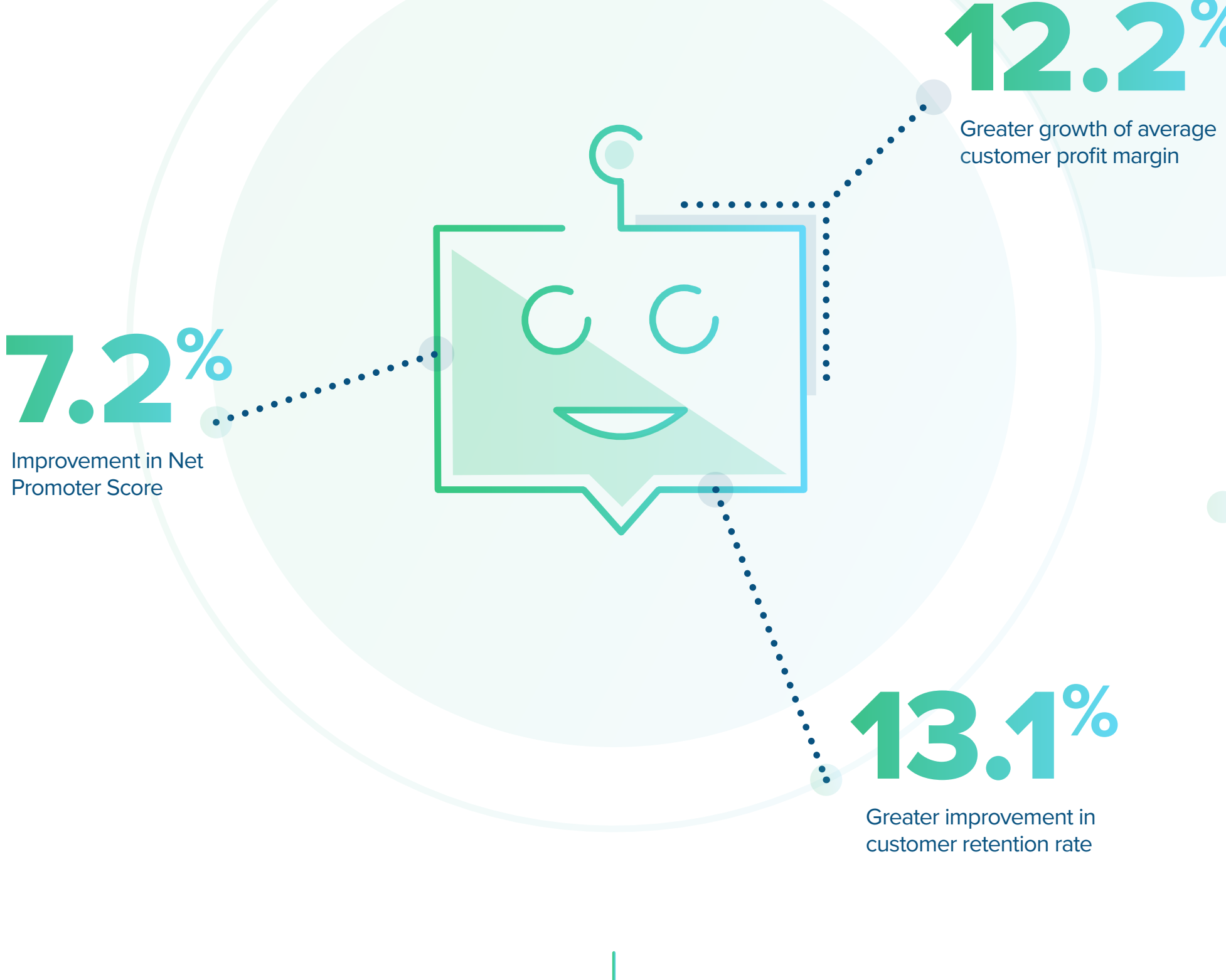


### TIP #03

### Augment Agent Productivity with Artificial Intelligence

- Intelligent chatbots handle routine tasks
- Smart routing sends customers to the best agent based on skills and availability
- The "Smart advisor" assists agents behind the scenes

**Compared to all others, companies that use AI in customer experience see:<sup>6</sup>**



TO LEARN MORE

Download the whitepaper, **A Better Customer Experience Starts with a Better Agent Experience: How to Maximize Productivity to Drive Results.**

[Download Now](#)

## SOURCES

1. Aberdeen, *CEM Executive's Agenda 2017: A Data-Driven Approach to Delight Customers*, Feb 2017
2. Aberdeen, *The Intelligent Contact Center Survey Findings Overview*, Apr 2018
3. Aberdeen, *Contact Center Workforce Optimization: Productive Agents, Happy Customers & Reduced Costs*, May 2017
4. Aberdeen, *Omni-Channel Customer Care: How to Deliver Context-Driven Experiences*, Oct 2017
5. Aberdeen, *Connect Employee Engagement and Customer Satisfaction: Unified Communications in the Contact Center*, Mar 2018
6. Aberdeen, *Artificial Intelligence in Customer Experience: How AI Influences Results*, Feb 2018