

AI for Customer Experience Improvement

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**BUT TIME
WASTE
REMAINS ONE
OF THE MOST
EXPENSIVE
CHALLENGES
FOR MODERN
COMPANIES,
AND**

Agents Spend Less Time With Customers

Customer service agents devote only 46% of their time to actual customer interactions, because administrative tasks and internal processes consume the rest. This reduces productivity and slows response times.

Repetitive Tasks Waste Hours Every Day

Over 51% of employees spend at least two hours daily on repetitive, manual tasks. These inefficiencies