





Choose where your journey begins based on your business priorities and energing needs. Solving points of friction can be a force multiplier for your business.



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Anyou boding to improve agent CSAF

Choose where your journey begins based on your louariess priorities and energing needs. Solving points of friction can be a force multiplier for your business.





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Choose where your journey begins based on your business priorities and en needs. Solving points of friction can be a force multiplier for your business.



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As you boding to improve agent CSAF is office aspense serial sustainer una interaction es driving





Choose where your journey begins based on your business priorities and or needs. Solving points of friction can be a force multiplier for your business.



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Choose where your journey begins based on your business priorities and er needs. Solving points of friction can be a force multiplier for your business.





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Choose where your journey begins based on your business priorities and en nearly. Solidon points of friction can be a force multiplier for your business.





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- Abindradion fire case per culture and average handle sine primery back office argents consent.² or averall customer
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Choose where your journey begins based on your business priorities and emreachs. Solidon points of friction can be a force multiplier for your business.







- volume and avhundle time or concerns?
 - As you boding to improve agent CSAF
- Ne cast per cations interaction, task office expenses, or seeml castomer yourse interaction.
- codomer satisfication reducing sustainer churs, and optimize interaction channels







Choose where your journey begins based on your business priorities and en needs. Solving points of friction can be a force multiplier for your business.







- handle time to concern?
 - orsame? or seeml viryou boding to yourse in reprove agent CSAF come also
- one per one interaction, office expenses, and customer to interaction
- customer satisfact reducing sustaines chain, and sprints interaction channel year primary











Choose where your journey begins based on your business priorities and or reach. Relates regists of friction can be a force resilfeder for your business.







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Call volume

specific interaction, function, interet or agent group.



Call volume

specific resrection, function, retent or agent group.



Call volume

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Call volume

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Call volume

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Average Handle Time

Average Handle Time (BHT) is how long it take line agent to complete a customer interaction. Measured as a percentage, or total time in minutes.

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Average Handle Time

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Average Handle Time

Average Handle Time (64T) is how long it talk line agent to complete a customer interaction theasured as a percentage, or total time in minutes.

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The percentage of customers that are able to successfully complete a self-service function without the need for human intervention.



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The percentage of customers that are able to successfully used to a soft-service function



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The percentage of customers that are able to successfully used to a soft-service function



talomont

The percentage of customers that are able to successfully complete a self-service function



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Sarah asks to move her billing date from the



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Sarah edis to more her billing date from the Conversational Agent updates Senits billing

Sarah concludes the call without interacting with a human agent.







Sarah adis to move her billing date from the Conversational Agent updates Serah's billing

Earth conclude the call without interacting with a human agent







Sarah edis to more her billing date from the Sith to the 12th. Conversational Agent updates Serah's billing date and adv

Sarah conclude the sall nithout interacting nith a human agent











Sarah asks to move her billing date from the first or the 10th. Conversational Agent updates Serahls billing

Earth concludes the call mithout interacting with a human agent.







Sarah asks to move her billing date from the 9th to the 12th. Convenational Agent updates Sarahla billing

Sarah constactes the call mithout interacting with a human agent.















High containment = high oustomer + agents satisfacts: Containment is the most critical metric for a business leveraging CES.



Agent reskills

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Agent reskills

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Agent reskill

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* Crede 10% - 20%

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Agent reskills

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Agent reskilling

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Agent reskilling

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Agent reskilling

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Google Cloud