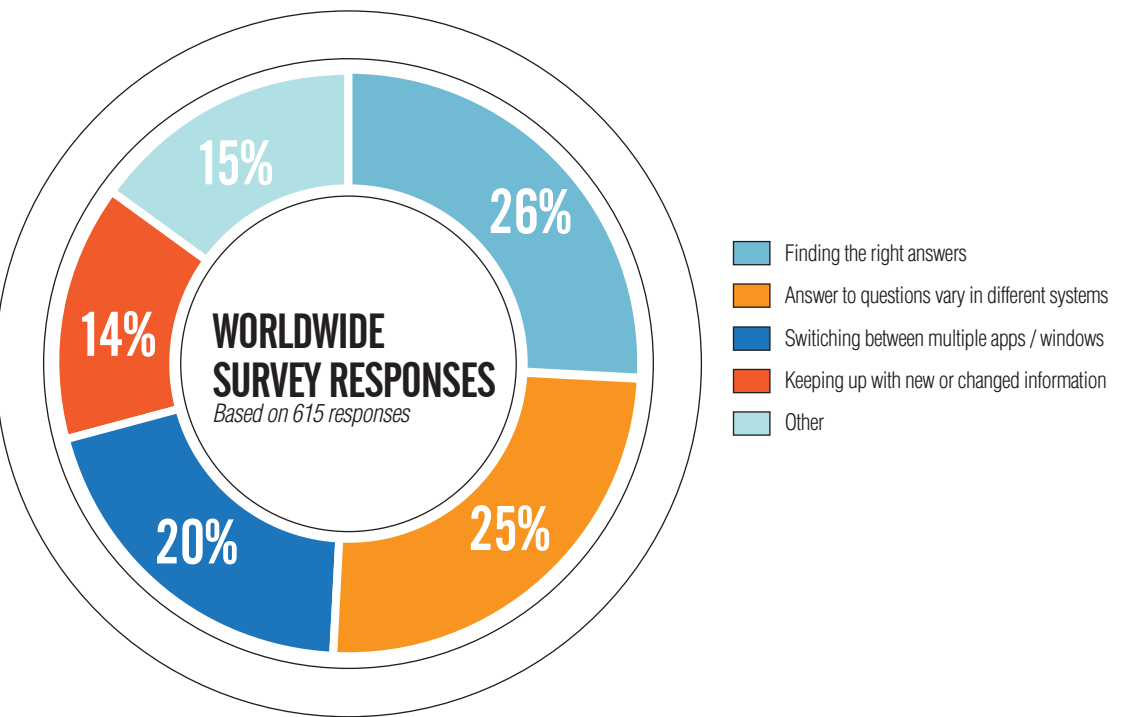


# WORLDWIDE CONTACT CENTER AGENT SURVEY

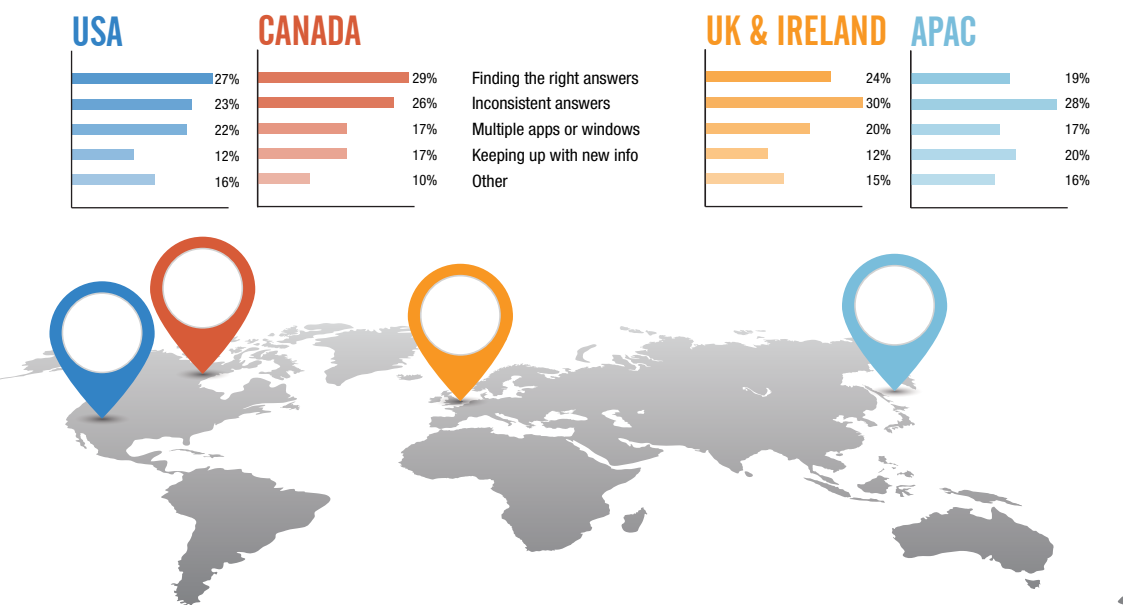
## BIGGEST PROBLEMS FOR AGENTS

(with a customer on the line)

What created the biggest pain(s) for you in answering questions/resolving problems/executing a customer service process, when you have the customer on the line?

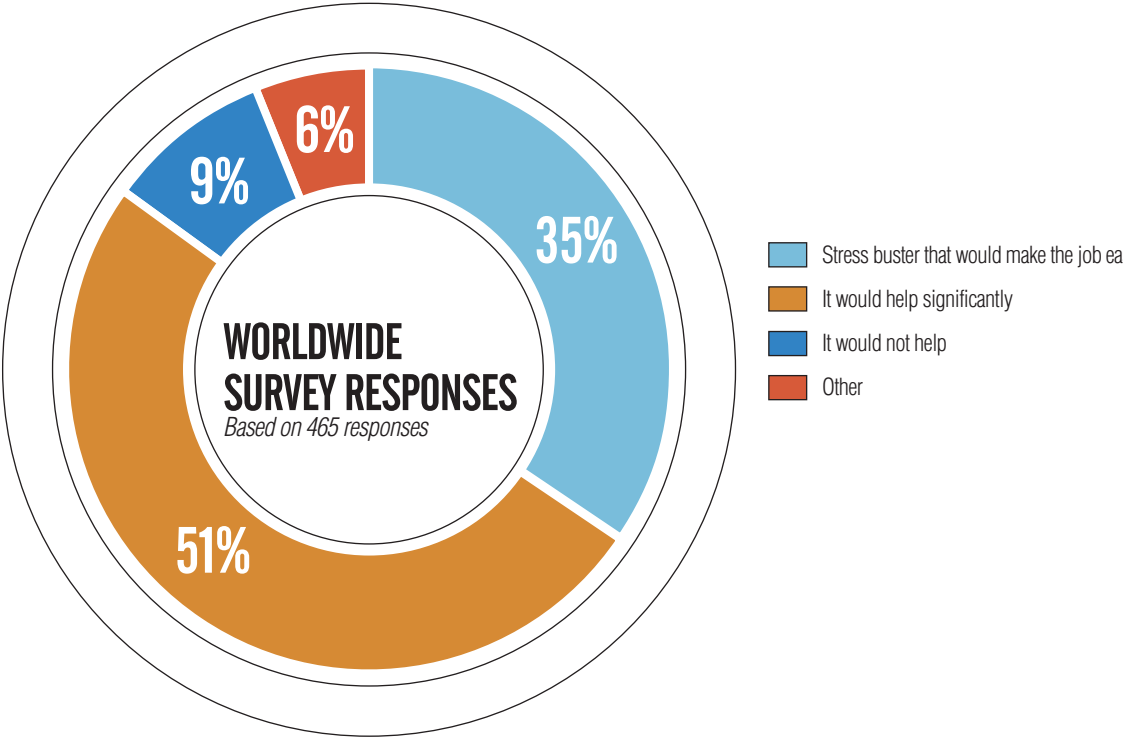


## AGENT PROBLEMS BY REGION



## WOULD A ‘SOLVE BUTTON’ HELP AGENTS?

Imagine you had a “Solve” button on your desktop that gets you quickly to answers or starts guiding your conversation or service process with the customer step by step? At the same time, the button would reduce the need to access multiple systems to do your job. How would you rate the value of such a button on your desktop?



## THE SOLUTION

Agents overwhelmingly support a **Solve button** on the desktop that will assist them in finding answers.

**86%** of agents say it will “make their job easier” and “help them significantly.”