BREAK THE CHAIN OF LOST PRODUCTION HOURS
IN YOUR CONTACT CENTER

How many production hours has your contact center lost to activities that don't add value to the customer experience?

Copy and paste, account lookup, information searches; these are all routine, repetitive tasks that agents must perform daily. Such inefficient processes and technology silos add seconds or even minutes to each transaction. Those minutes quickly add up, eroding the best-laid resource plans. These inefficiencies create higher costs per contact, lower compliance scores, and dissatisfied customers. Not only does agent morale suffer, so does your bottom line!

It's time to break the chain. But how?
First, work with your agents to identify those specific, repetitive tasks in your contact center that consume agent production hours. Consider where the biggest bottlenecks are in retrieving information, and which system navigations are tripping up agents most frequently. Your agents know these only too well.

Once you've identified the opportunities, the next step is address them.

You've probably heard the term "robotic process automations" (RPAs) being promoted as a solution to contact center inefficiencies. These RPAs typically are delivered by workflow automation consultants as part of a large, expensive, and time consuming professional services engagement. Needless to say, the cost, complexity, and approval process for RPA projects can be a major hurdle toward adoption.

At nVoq, we take a different approach. Our **Agent Assist** platform is a simple, easy to deploy toolkit **designed by and for contact center agents**. We bring the power of RPAs directly to the agent desktop, allowing your center to automate rote tasks that consume agent production hours.

With Agent Assist, your agents and their managers don't have to wait days or months for someone else to design their automations. Instead, they can build many of their own automations within just a few minutes of being trained, and maintain them as needed.

For much of the past decade, nVoq has assisted contact center agents serving some of the world's best-known consumer brands. **What could YOUR organization do with hundreds or even thousands of production hours reclaimed each month?**

Let us show you how to break the chain of lost productivity and deliver a better bottom line with **Agent Assist.**

THE **RESULTS:**

- **Call Handle Time:**
  70+ Second Reduction

- **Case Handle Time:**
  10 to 60+ Minute Reduction

- **Compliance Improvement:**
  8%

- **Agent Availability:**
  Increased by 4.5%

BEST PRACTICES FOR **IMPLEMENTATION**

Once you've decided to implement automations, we recommend approaching the project by answering these two questions:

1) What are your goals for automation? These could include increased efficiency, accuracy, consistency, or a better customer experience. There is no one correct answer; likely there will be multiple reasons.

2) How will you reallocate the production hours returned to the center and track benefits received? This will help build the business case/ROI justification for approval.

Once you have received approval for your project, you'll want to communicate a clear message to your contact center agents, such as:

- This is not about eliminating jobs. It's about giving you tools that will make your job easier and create a better customer experience.

- We need your input to be successful. You know best where the opportunities are for us to provide a better customer experience. We're going to be asking many of you to help design and implement the Agent Assist automations.

With the Agent Assist project team assembled, build your pilot on a few simple workflows to start. Benchmark current processes and measure the actual impact as Agent Assist automations are deployed. We recommend you focus on rules-based, repetitive tasks that are heavily manual, such as retrieving customer information from multiple systems. These could include simple tasks that occur hundreds of times a day, or those performed with much less frequency, but which have a high cost associated with human error or lack of compliance.

Agent Assist enables enterprise and BPO contact centers to successfully deploy RPAs without the expensive price tag and resource drain presented by other RPA vendors.

For more information on how you can accelerate RPA production and utilization with Agent Assist, contact us at 720-562-4500 or https://sayit.nvoq.com/.

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