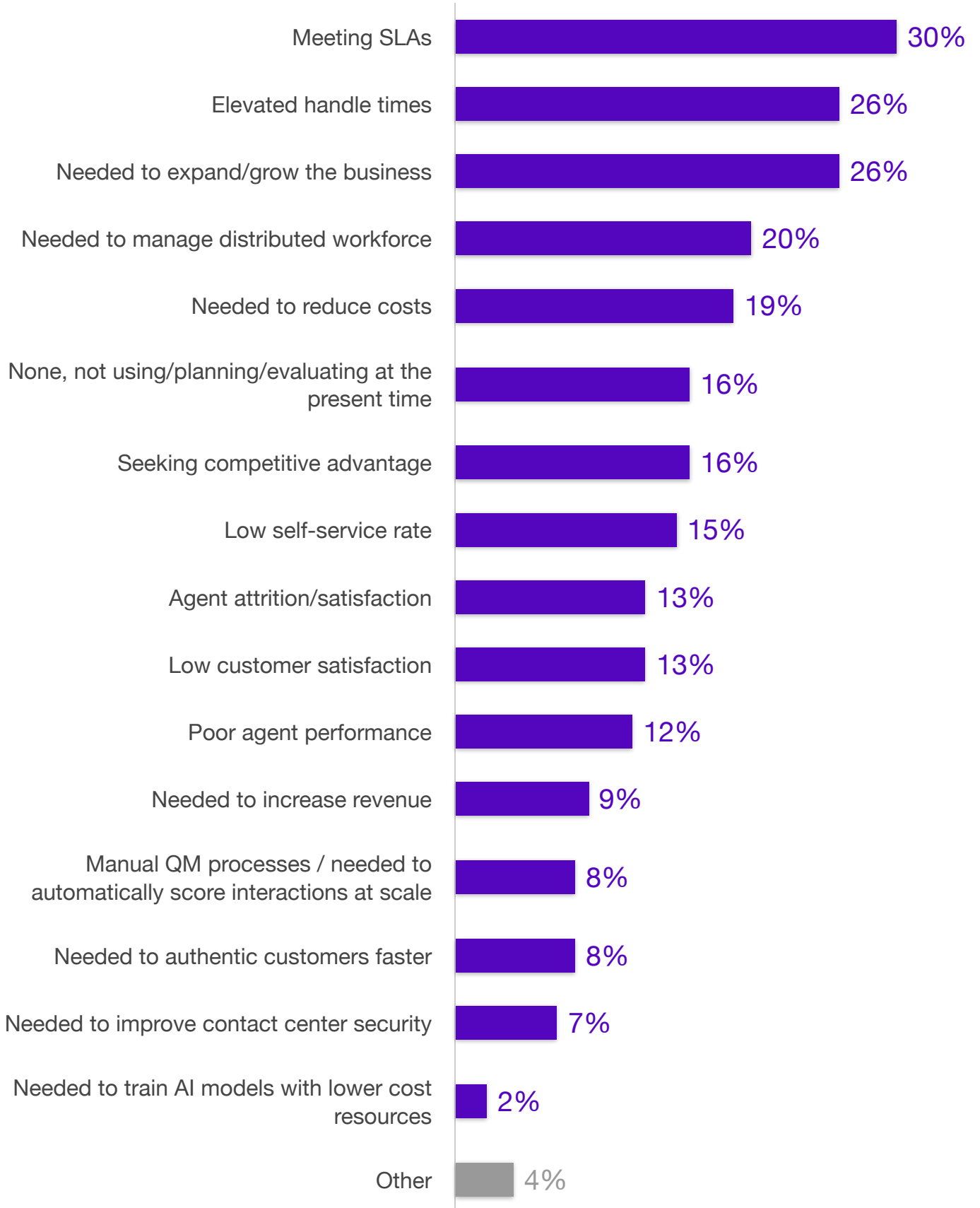# What challenges were you experiencing that led you to evaluate AI solutions to improve customer service & support processes? Please feel free to add your own.

Challenge	Percentage
Meeting SLAs	30%
Elevated handle times	26%
Needed to expand/grow the business	26%
Needed to manage distributed workforce	20%
Needed to reduce costs	19%
None, not using/planning/evaluating at the present time	16%
Seeking competitive advantage	16%
Low self-service rate	15%
Agent attrition/satisfaction	13%
Low customer satisfaction	13%
Poor agent performance	12%
Needed to increase revenue	9%
Manual QM processes / needed to automatically score interactions at scale	8%
Needed to authentic customers faster	8%
Needed to improve contact center security	7%
Needed to train AI models with lower cost resources	2%
Other	4%

✔ Validated   Published: Aug. 22, 2022   TVID: BB3-30C-062

:talkdesk®   TechValidate by SurveyMonkey