" We currently use Virtual Agent to provide customers with a way to check order status. This resulted in a drop in call volume since customers no longer need to speak to an agent.

We plan to implement Agent Assist to provide our agents with information based on the conversation with the customer in real time. This should hopefully reduce their time on calls as they will not need to search for information as often.

— IT Administrator or Manager, Medium Enterprise Consumer Products Company

Source: IT Administrator or Manager, Medium Enterprise Consumer Products Company

:talkdesk®   TechValidate
                    by SurveyMonkey

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