IntelePeer®

How communications automation with AI drives value and decreases operational costs in the contact center

Becoming more efficient and profitable while maintaining low operational costs is every CFO's main driver. Communications automation with AI is the key to success.

When implemented strategically, AI and communications automation can increase revenue streams while accruing significant cost savings.

Research shows that the technology in the contact center can result in:

53%
in increased revenue[1]

Up to 50%
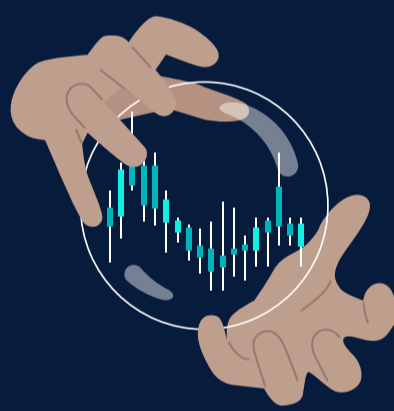boost in productivity[2]

$80B
reduction in contact center labor costs[3]

Contact centers can reduce their reliance on human agents by leveraging communications automation with AI, leading to significant labor cost savings. Communications automation platforms can easily handle a growing number of customer inquiries without the need to hire and train more live agents.

Sources: 1. Nemertes Research | 2. BCG | 3. Gartner

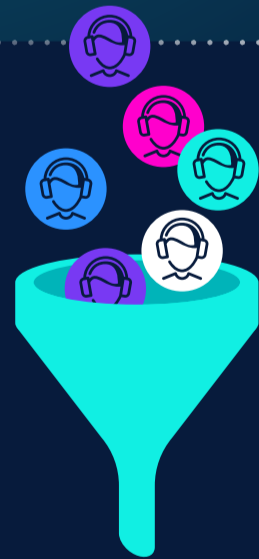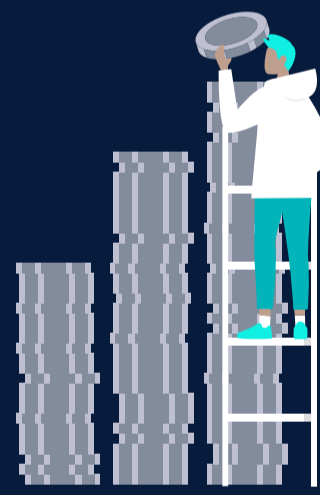## The ongoing power of communications automation with AI

IMPROVED CUSTOMER RETENTION:
AI works to analyze vast amounts of customer interaction data to the communications automation workflow, resulting in fast, seamless, and personalized experiences to every customer that interacts with your organization.

RAPID SCALABILITY:
Using communications automation with AI, your contact center can scale up or down in response to fluctuating demand, ensuring a smart and efficient allocation of resources, and preventing overstaffing costs. Leveraging the technology allows for a more cost-effective staffing strategy, helping contact centers save on labor and operations costs.

STREAMLINED AGENT EFFICIENCY:
Contact center agents can serve a greater number of customers in less time with better results when using communications automation with AI. Automation creates more efficient employees, who offer better service to customers by leveraging unique data insights to personalize the experience.

Are you ready?

Are you ready to transform your contact center and unlock the power of communications automation with AI?

As the leader in communications automation technology, IntelePeer's Smart Automation platform lowers the cost of doing business, while improving customer experience and accelerating ROI. *All without ripping and replacing your current infrastructure.*

Do you want to learn more about accelerating your contact center customer engagement with AI and communications automation?
Schedule a meeting with IntelePeer now.
https://info.intelepeer.ai/dg-workshop

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