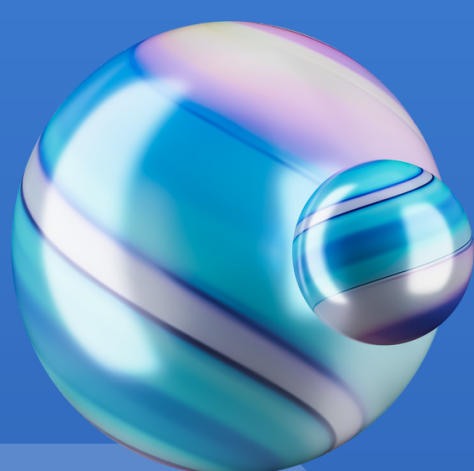# 7 cost benefits of
modernizing your contact center
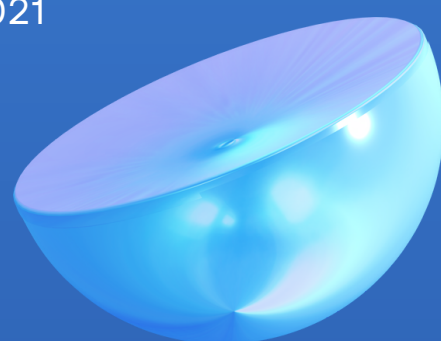
with AI-powered communications automation

Contact centers are facing greater challenges than ever before:

50% [1]

increase in customer conversation complexity since 2021

Generative AI, a versatile form of artificial intelligence technology, not only swiftly responds to real-time queries using data but also compiles and generates diverse content – ranging from text, image, audio, video, code, and beyond – without relying on templated responses.

75% [2]

average labor cost increase since 1987

35% [3]

average agent attrition rate

25% [4]

average organizational budget decrease

Despite these challenges, contact centers can modernize and reduce costs by implementing communications automation with generative artificial intelligence (AI).

The solution allows contact centers to modernize their contact center without ripping and replacing. The result is reduced labor and operational costs, improved customer satisfaction, increased revenue, and streamlined productivity.

In fact, implementing communications automation with generative AI equates to:

30% [5]

average reduction in operational costs within 5 years
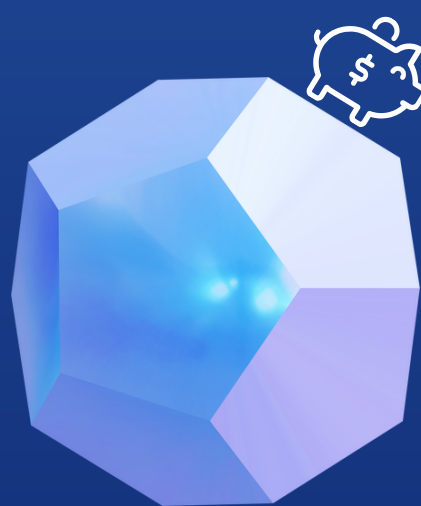
31% [6]

average reduction in labor costs

10-15% [7]

reduction in overhead cost per customer interaction

Start saving and modernize your contact center with IntelePeer's Smart Communications Automation Platform today. The solution is powered by generative AI, helps contact centers right-size their organization, and rapidly increases ROI.

Do you want to learn why your customers are calling and how you can modernize your contact center interactions with AI-powered communications automation? Schedule a Customer Interaction Intent Study now.

Scan or click here to learn more.

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