How **AI Automation** is Beneficial For Your **Customer Service Agents**

Cuts Down on Repetitive Tickets

Nearly **90**% of an agent's time is spent **repeating** answers to the **same questions**

AI can handle routine issues with **consistency and ease**, whereas it is draining for humans (no matter what their job is!) to tend to the same task over and over again.

With AI taking on the mundane transactional tickets, customer service agents can put their **time and energy** towards solving more particular customer queries and provide more **meaningful experiences**. It's a win-win!

Alleviates Pressure

During each work day, **human agents solve** between **45** to **60** tickets

Customer support agents have a stressful job, especially during times when service query volumes spike. Not only does their ticket queue increase, but so do customer wait times — which is likely to result in more frustrated customers and lower CSAT.

While human agents have a ticket capacity, AI does not. In fact, AI's **performance will strengthen** as it collects more data. Furthermore, AI is able to get to tickets within seconds. It is optimal for **time sensitive customer service queries**, especially when queues are high and human agents are unable to get to them in time.

AI automation technology can easily withstand ticket influxes, taking on the extra work and alleviating stress from your support staff.

Heightened Focus on High-Level Interactions

79% of agents believe their **skills improve** when they work on **higher level** customer service interactions

By using AI automation for repetitive tasks, companies are giving their agents **more time to focus** on higher-level customer queries. These service interactions allow agents to **do what they do best** and deliver **meaningful experiences**. It provides opportunities to grow and partake in interactions that **add value** and build **loyalty**.

Growth and New Opportunities

Nearly **90%** of millennials are looking to **advance their careers**

With a reduction in repetitive and transactional tasks, agents will have a **much greater bandwidth** to take on projects beyond their typical day-to-day responsibility of tending to service queries.

Enabling agents to apply their **skills and expertise** in other areas will **empower agents**, making them feel as though they're learning and growing. These new opportunities are motivating and can help move career trajectories upwards.

Reduces Burnout and Churn

45% of customer service employees end up **quitting their job** within one year

A great support staff is crucial to a business's ability to provide **exceptional customer service**. Despite the team's importance, customer service jobs have a very high turnover rate. High-stress, repetitive strain, and lack of growth opportunities are among the reasons for churn. Implementing AI automation into your customer service regimen helps to reduce these issues, which in turn **decreases employee burnout and turnover**.