Is it Time for a New Agent Desktop in Your Contact Center?

Integrated agent desktop solutions can help you improve customer responsiveness, customer satisfaction, customer loyalty and brand value while decreasing service costs and agent attrition. Answer these questions to determine if a new agent desktop solution should be included in your contact center's roadmap.

6 Questions to Ask

1 Are your agents handling more and more complex customer interactions?

Today, more agents are skilled across different channels (32.5% today vs 18% ten years ago). With more inquiries resolved through self-serve channels, agents are increasingly called upon to handle the most complex and demanding customer interactions. Today's integrated desktops help agents adapt to these growing customer demands.

2 Do your agents spend too much time switching from screen to screen when serving customers?

Agents on average use three screens to resolve an inquiry (according to the Aberdeen Group). Jumping from screen to screen costs the typical 300-seat contact center some $1.57 million each year. By combining multiple information feeds in a single screen, integrated agent desktops increase efficiency and lower costs while generating a better customer experience.

Agent Breakdown: Single vs. Multichannel

32.5%

67.5%

- Multiskill Agents
- Single Skill Agents

3 Are your agents frustrated using system work-arounds?

Tools such as integrated agent desktops help increase agent satisfaction and retention. Satisfied employees are more than three times as likely as dissatisfied colleagues to feel empowered to solve customer issues.

4 Do your agents lack real time visibility into why customers are calling?

Agents shouldn't be starting from a blank sheet of paper. Equipping them with relevant customer information from multiple sources in a consolidated desktop view puts them in a position to be immediately responsive to customers.

$1.57M

Cost to a typical contact center where agents have to jump from screen to screen to resolve customer inquiries.

5 Are your agents blocked from seeing individual customer journeys?

When customers move between channels, do you track this information? Empowering customer support personnel to view and interact with customer journey touch points enables more proactive, personalized service.

6 Does it take too long to add functionality to your current agent desktop?
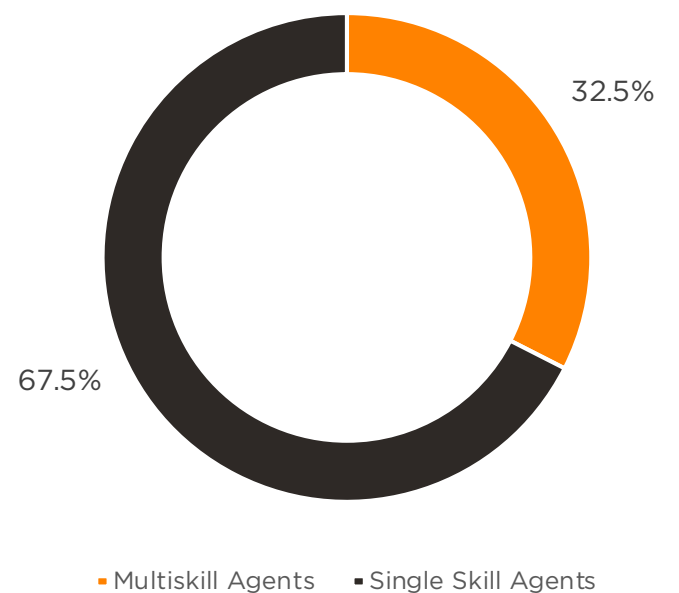
Today's new integrated agent desktops feature thin client and widget architectures making it easy to add new capabilities (e.g., new information feeds or access to tools) in hours or days instead of weeks or months.

3X

Satisfied employees are more than three times as likely as dissatisfied colleagues to feel empowered to solve customer issues.

There you have it. If you answered yes to 1 or more of these questions, then you should be considering a new agent desktop to improve agent productivity and the customer experience you deliver.

Learn More

To learn more about Avaya Workspaces integrated agent desktop, contact your Avaya Account Manager or Avaya Authorized Partner, or visit us at Avaya.com.

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