

Attract and Retain Contact Center Agents with AI-Powered Bots

Contact centers are struggling to attract and retain talented agents. In fact, according to [SQM Group research](#), the average attrition rate for contact centers is 38% and is expected to increase, and at any given time [~12% of agent positions are open recs](#). With high attrition rates, and it costing between \$2,500 and \$10,000 to replace an agent, this is an expensive dilemma.

Luckily, AI-powered bots can help. By automating key steps in your workflows, these bots can significantly reduce attrition by helping your contact center:

1. Find the right candidates with the aptitude and skill set needed to succeed in the role.
2. Give agents the schedule flexibility they need for work / life balance.
3. Empower agents with the real-time guidance they need to be successful.

AI-Powered Candidate Evaluations and Recommendations

Imagine automating the process of listening to thousands of interviews to quickly determine which applicants are most likely to succeed. Verint® Interviewing Bot™ uses proprietary audio models and predictive analytics to analyze candidate assessments. Unlike your recruiters, the bot is available 24/7, making it easier to engage with candidates from across the globe at a time that is convenient for them, helping ensure you don't miss out on the best possible candidates for your open positions.

The bot can identify potential high performers by comparing the characteristics of your top performing agents with job applicants, so your recruiters can quickly hone in on these candidates for follow-up. These high-performers are more likely to be long-tenured, highly skilled, motivated, and engaged, thus reducing attrition and increasing attendance.

AI-Powered, Employee-Owned Schedule Changes

Your agents want schedule flexibility for improved work / life balance. What if agents could make changes to their schedules without manager intervention? Imagine a bot that ensures that the overall schedule quality is maintained while giving employees the ability to make unlimited changes to their schedules.

The bot would need to seamlessly integrate with your existing workforce management (WFM) solution, enabling real-time schedule flexibility by understanding your:

- CX and service level goals
- Schedule and forecast data
- Employee rules and labor laws

With the bot, contact centers leaders can be confident the needs of the business will be protected while giving their agents the flexibility they crave and improving their job satisfaction. This can result in as much as a 25% reduction in attrition and unplanned absences.

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Executive Perspective

AI-Powered, In-the-Moment Help for Agents

Burnout is a major cause of agent attrition. The role involves handling calls in rapid-fire succession, answering complex questions, following specific processes, using multiple systems, and sometimes dealing with angry customers. AI-powered copilot bots can help ease the agent's stress by performing specific tasks to augment their skills, reduce their workload, and make them more successful. For example:

A coaching bot can present agents with in-the-moment, non-disruptive guidance when they need it—elevating their performance. The coaching bot can help the agent find answers, follow processes, and improve their sales skills.

A knowledge automation bot uses the power of AI to deliver the right knowledge at the right time directly to the agent desktop. The bot can use generative AI to summarize search results, making answers easy for agents to consume and share with customers. Agents are able to handle calls faster and more confidently – increasing job satisfaction while also increasing overall agent capacity.

A CX/EX scoring bot measures conversation dynamics in every phone call, such as speaking too quickly, speaking over the other person, expressing empathy, extended silences, etc. The customer experience (CX) and employee experience (EX) scores provide insight into the drivers of customer experience – including customer effort and agent effectiveness. With a CX and EX score for every call, your supervisors continually receive feedback on where agents are excelling, and where there's room for improvement.

AI-Powered Bots Drive Retention and EX

The battle for talent is tough. Organizations that can analyze applicants and respond to them faster will be better able to secure the best talent for their contact center. By catering

to contact center agents' needs for flexibility, performance transparency, and desire to succeed, organizations can position themselves as an employer of choice in this competitive industry to not only attract but retain the best talent.

AI-powered bots augment your agents, enabling you to increase agent capacity to handle growing customer demands without having to hire additional agents.

Verint's Team of AI-Powered Bots

Verint's specialized team of bots can inject AI directly into business workflows, putting AI at your users' fingertips and delivering AI Business Outcomes, Now™. For example:

- A global customer experience outsourcer used **Verint Interviewing Bot** to reduce applicant review times by 40 percent.
- With the **Verint TimeFlex Bot™**, a leading telecommunications company gave their agents the power to make unlimited schedule changes. Within 90 days of implementation, the telco saw a 24 percent reduction in month-to-month attrition and monthly unplanned absences.
- A large bank reduced call duration by 20 seconds with the **Verint Coaching Bot™**, saving \$5 million dollars in agent capacity.

To learn more about Verint's AI-powered bots, visit www.verint.com/bots.



Learn more at
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