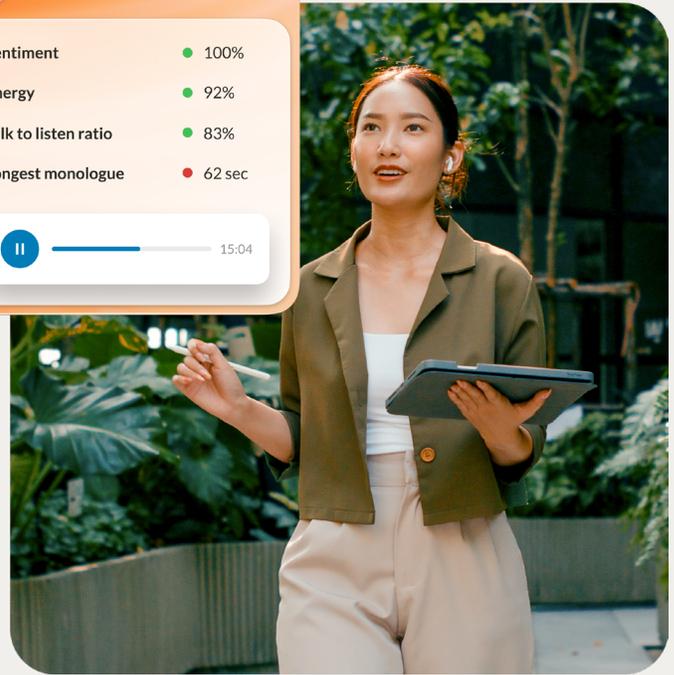


Customer sentiment

- Sentiment 100%
- Energy 92%
- Talk to listen ratio 83%
- Longest monologue 62 sec

15:04

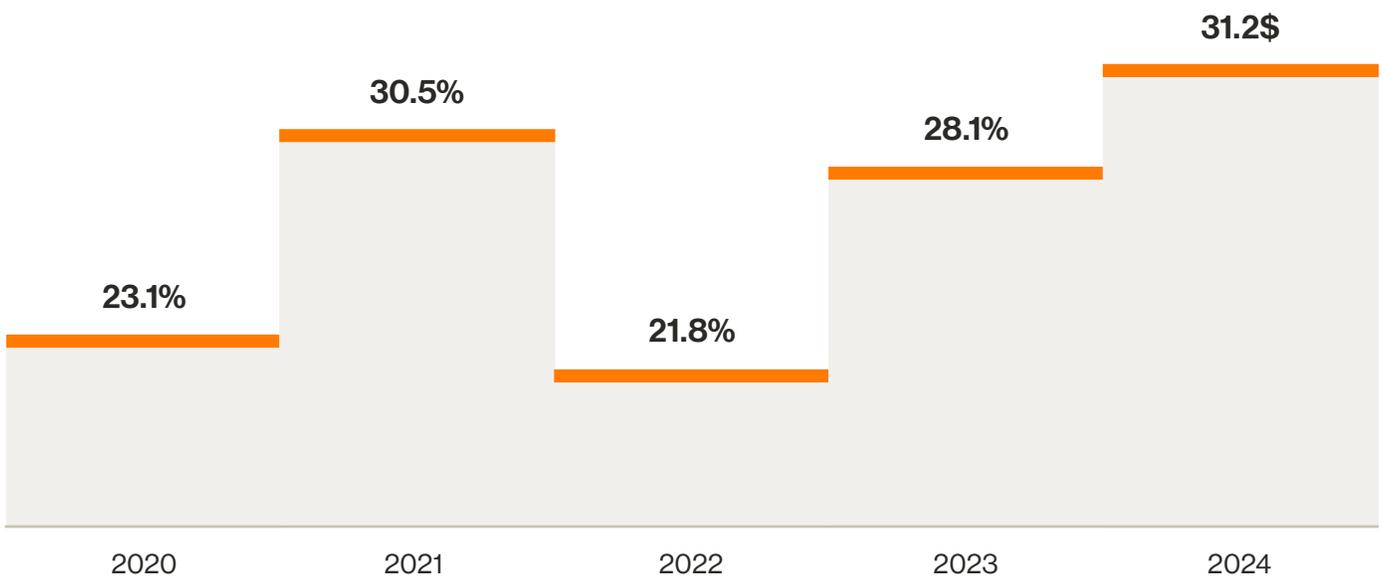


# RingCX AI Assist

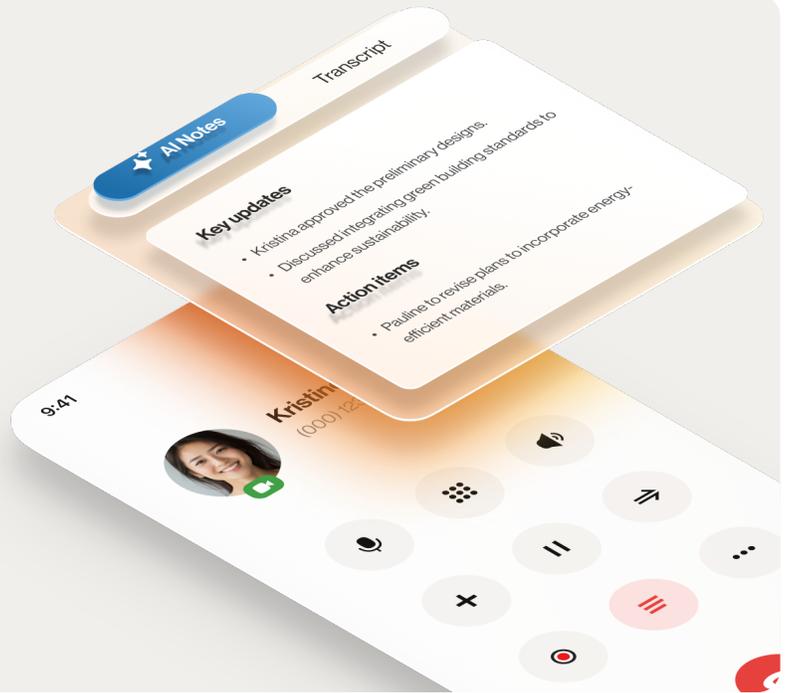
Enhance customer experiences with real-time AI coaching for contact center teams

## Contact Center Turnover/Attrition Rates, 2020-2024 (projected)<sup>1</sup>

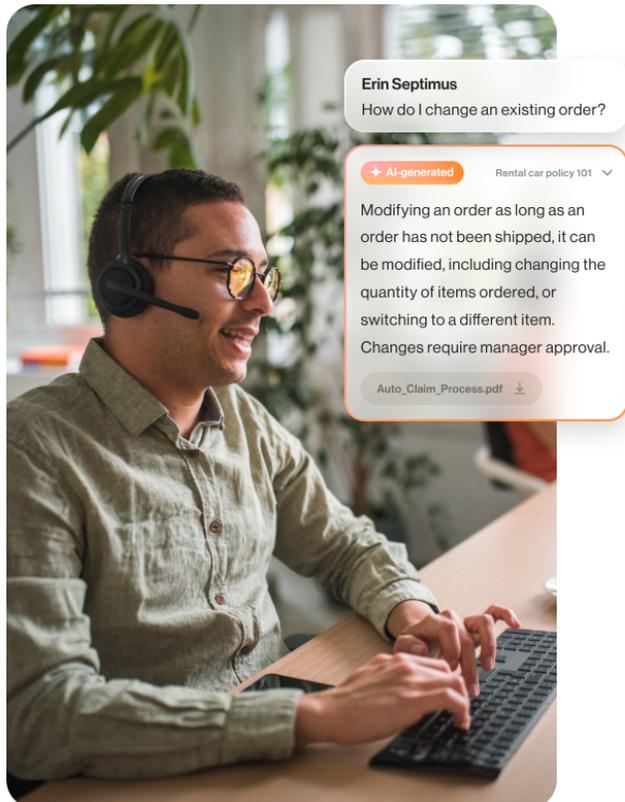
Customer experience is everything, and meeting rising demands for quick and accurate solutions remains a continuous challenge. These expectations create stress for your agents, who face the daunting challenge of being product and service experts—even when they may be new to the role or are unfamiliar with new issues. The ongoing stress can quickly lead to burnout, with agent attrition expected to rise above 31% in 2024<sup>1</sup>. Agents need easy ways to find answers quickly. And if they put customers on hold for an extended period to do research or problem-solve with a supervisor, this may also decrease customer satisfaction.



At the same time, the role of supervisors has transformed dramatically. Today's supervisors face the challenge of managing remote teams, often relying on basic metrics like call duration or an agent's past performance to gauge their need to step in. When they believe an agent is struggling and join the interaction, they have no context into the conversation—needing to either continue listening or asking for a summary—which negatively affects the customer experience by extending the length of the call.



## Easy setup



RingCX AI Assist listens to every call, providing real-time recommendations directly inside the agent interface. These are suggested by AI using your existing knowledge base content, supporting every interaction and helping overcome situations when agents don't have answers and supervisors can't assist. This not only lessens the pressure on agents, allowing them to operate with confidence and expertise, but customers receive immediate resolutions without the frustration of being put on hold as agents search for answers. The result? Agents are empowered to respond swiftly and accurately to inquiries, and customers are delighted with problems solved in the first interaction.

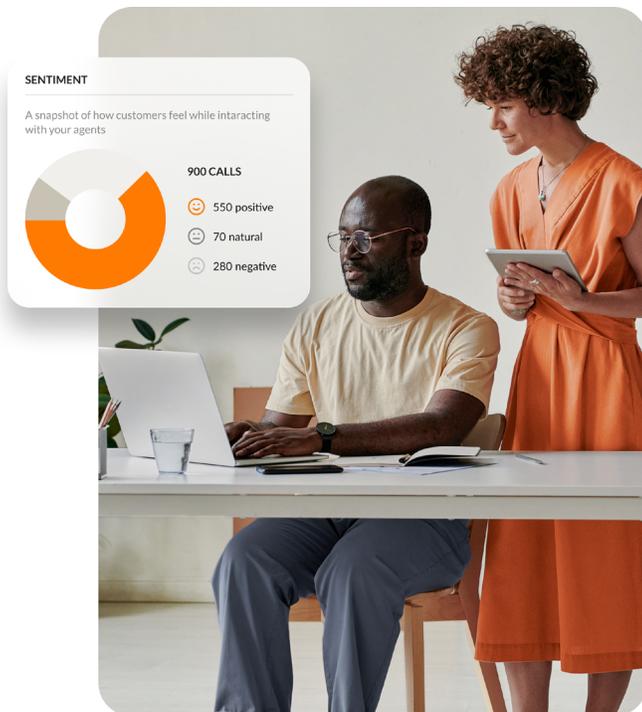
With a few clicks, RingCX AI Assist can be "trained" by existing content from multiple data sources, and those sources can be queue- or team-specific to ensure solutions match anticipated questions. With a single training on your data, RingCX AI Assist is ready to provide answers without manual "cards" or content specific to each keyword or topic. Since RingCX AI Assist only leverages your existing data, it significantly reduces AI hallucinations that prevent incorrect information going to customers.

## Improve agent and supervisor experience

RingCX AI Assist listens in real time and suggests answers to the agent in the RingCX interface, meaning agents aren't juggling multiple windows. Suggested responses and a link to the underlying solution are generated automatically as the AI recognizes customer questions. Agents can also chat with RingCX AI Assist directly in cases where they anticipate a question and can have an answer ready. With a "coach" available in every interaction, their handle times may decrease by up to 52.9%<sup>1</sup> and reduce stress. Reducing stress boosts morale and helps prevent attrition by as much as 45.3%.<sup>1</sup>

RingCX AI Assist also boosts the effectiveness of supervisor monitoring with AI insights. The supervisor dashboard provides a live transcript and real-time summary for all active calls. These insights help them understand if intervention is needed. If so, they have full context when they join the interaction. Full transcripts also make it easier for supervisors to conduct coaching sessions when intervention is required.

## Increase customer satisfaction



RingCX AI Assist has several positive effects on the customer experience. It reduces average handle time (AHT) because agents—new or veteran—have solutions at their fingertips and customers receive answers faster. Those answers come from proven solutions, increasing first call resolution (FCR) rate. Shorter interaction times and greater agent availability also improves average speed to answer (ASA) while driving down abandonment rate. Ultimately, this means you can provide faster solutions in a single interaction to help drive customer satisfaction rates higher.

### Benefits of real-time agent assistance:

**60.7%**

improvement in customer satisfaction<sup>1</sup>

**52.9%**

decrease in handle time<sup>1</sup>

**45.3%**

reduction in agent attrition<sup>1</sup>

## Improve contact center efficiency

Slashing AHT also means agents can move to the next interaction faster, allowing them to serve more customers (resulting in decreased customer wait times). More efficient agents lowers the cost per interaction. RingCX AI Assist helps newer agents become more proficient faster and helps more experienced agents stay up to date on the latest solutions, reducing time needed for research and training. Supervisors can also identify agents needing more soft skills training to improve their call management, further driving down AHT.

## Key RingCX AI Assist Capabilities

AI

### AI-powered insights

Monitor every call with AI to provide real-time coaching and insights.



### Real-time agent assistance

Improve agent performance and confidence with instant answers to customer



### Supervisor guidance

Empower supervisors with AI-powered summaries and transcripts.



### Effortless setup

Automatically leverage your existing content for turnkey configuration.

1. "How AI is Changing Employee & Customer Experiences," Metrigy & RingCentral, Q2 2024

For more information, contact RingCentral Partner Support at [partners@ringcentral.com](mailto:partners@ringcentral.com) or 800-595-8110.

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