MAXIMIZE CONTACT CENTER PERFORMANCE WITH UNIFIED COMMUNICATIONS

Research shows that integrating unified communications within contact center activities is a savvy business decision. Companies with this integration decrease the amount of unnecessary time agents spend looking for the information and insights they need to do their job. In turn, this increases their productivity and helps increase customer satisfaction rates. In other words, getting communications right in your contact center means getting the customer experience right.

Contact centers using unified communications enjoy:

87%	greater annual increase in customer satisfaction rate
3.3x	greater annual improvement in number of quality service-level agreements (SLAs) met
3.0x	greater annual improvement in agent productivity
2.8x	greater year-over-year growth in first contact resolution rates
2.4x	greater annual improvement (decrease) in number of customer complaints

▶ TO LEARN MORE
CHECK OUT THE WEBINAR

16855

ABERDEEN