

# 3 ways to up-level CX with agent experience management

## 1 Customers want to be catered to more than ever

**62%**

say they have stopped doing business with a brand because of poor customer service.<sup>1</sup>

**1.5x**

Brands that lead in personalization improve customer loyalty 1.5x more effectively than brands with poor personalization.<sup>2</sup>

**83%**

of customers expect their issues to be solved on the first try.<sup>3</sup>

## 2 3 big barriers to superior experiences

Siloed business operations

Poor agent experience  
↓  
poor customer experience

Failure to derive deep insights at the customer and agent level

## 3 Agents are stressed

**43%**

of customer service reps report being overwhelmed by the number of systems and tools needed to complete work.<sup>4</sup>

**59%**

of contact center agents are at risk of burnout.<sup>5</sup>

## Improve satisfaction, loyalty, and retention with agent experience management



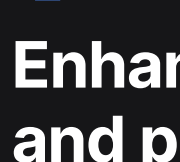
### Unleash agent potential

Provide a dashboard with relevant information through integrated applications. Empowering agents to perform at their best leads to higher customer satisfaction and loyalty.



### Benefit from AI and real-time analytics

Assist agents with customer response and increase contact center performance. Automatically evaluate agent interactions to drive quality assurance, training, and process improvements to improve service.



### Enhance efficiency and productivity

Equip agents with the information they need to handle customer inquiries efficiently and accurately via desktop interfaces with intelligent workflows and knowledge bases tailored to your contact center.



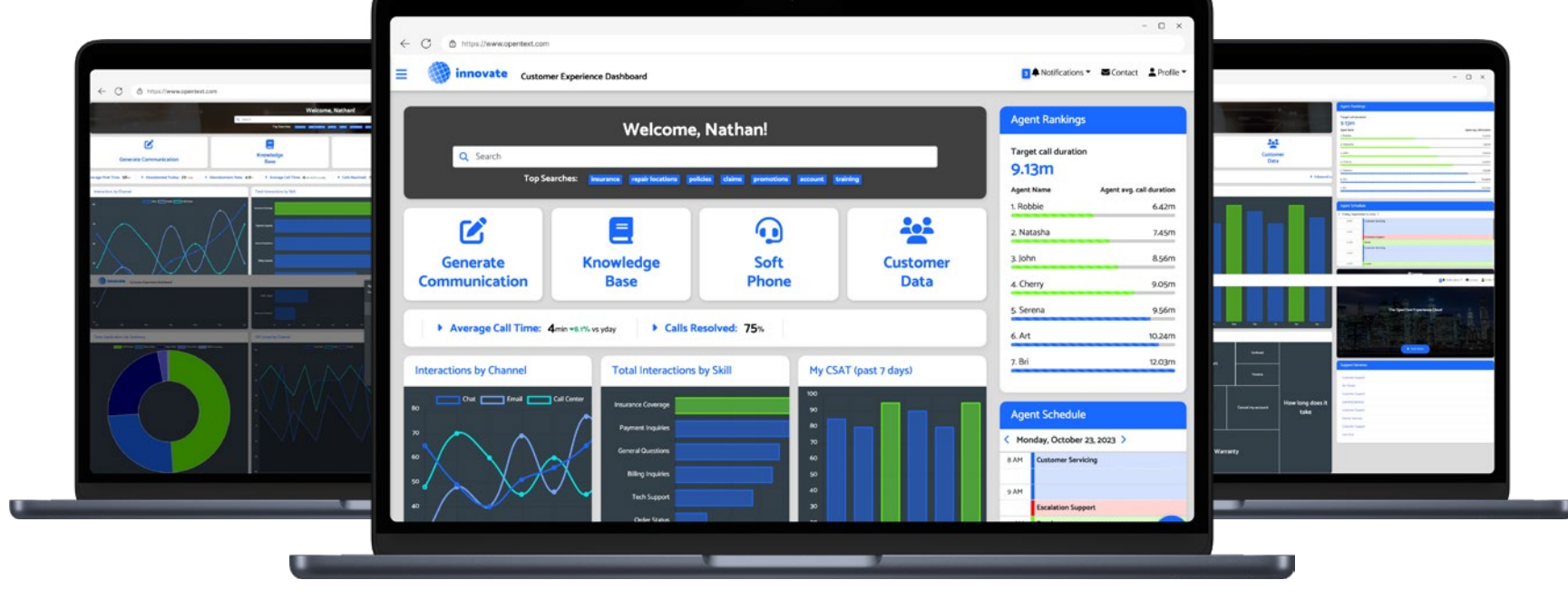
### Create and track relevant performance metrics

Gather customer feedback in real time to drive deep insight into performance, areas of excellence, and process improvements. Incentivize superior performance and skills development.

## Happy agents create happy customers

Deploy an Agent Experience Delivery Solution to:

- Seamlessly consolidate customer interactions and information with essential tools, resources, and support into a single intuitive view.
- Enhance agent capacity to efficiently address customer inquiries.
- Speed response times and amplify productivity while streamlining workflows.
- Foster collaboration and empower teams to deliver exceptional service.
- Drive superior business outcomes.



## Supercharge your contact center with an Agent Experience Delivery Solution

Get started

1. Statista, [Have you ever stopped doing business with a brand because of a poor customer service experience?](#) (2023)  
 2. Deloitte, [Embrace Meaningful Personalization to Maximize Engagement](#), Growth  
 3. Salesforce, [State of the Connected Customer 5th Edition](#). (2022)  
 4. Gartner® E-book, 'Optimize Rep Productivity With a Connected Tech Strategy', The Connected Rep. (2023)  
 5. [Toister Solutions](#)

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