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Agent Experience is Vital for Great Customer Experience

assist**edge** | Engage

Agent productivity is directly proportional to customer experience

At the heart of good customer service are customer service agents. Yet, in the quest to put customers first, organizations often miss the mark on agent experience and satisfaction. Service agents often lack the right tools, technology, and capabilities that could make their job easier and more productive.

Agent burnout leads to poor productivity	Lack of the right technology and tools leads to sub-optimal issue resolution	Agents experience a lack of context, visibility, and real-time information
Disconnected systems without streamlined technology add to the complexity	Training new agents is costly and time-consuming	Repetitive, manual tasks are error-prone and have long handling times

If you want to upgrade customer service, leveling up on agent experience is non-negotiable.

Agents need integrated systems, intuitive workflows, and a more connected experience through digital processes, collaboration channels, and actionable insights to be effective at their work. Empowered agents with the right context, visibility, information & right training deliver a better customer experience by resolving issues faster and more satisfactorily.

Elevate agent experience and performance with Assistedge Engage

AssistEdge Engage is an intelligent agent experience automation platform that augments agent productivity and experience with each interaction. It integrates with multiple underlying applications and brings them on a seamless and unified dashboard, addressing the entire operations realm, from front-office to back-office operations. Powered by AI, AssistEdge Engage offers smart automations, contextual assistance, and real-time insights, delivered on a light web-based interface, that helps agents to serve customers quickly and effectively.

Unified view, accessible on the go
- Gives agents the exact, in-context insights they need to resolve a case right on their screen
- Significantly improves first call resolution

Real-time assistance
- Effective collaboration of agents & supervisors
- Reduces training costs
- Improves process compliance

Intelligence and insights
- Contextual intelligence so that agents can engage much more effectively
- Insights on how agents are performing their tasks help monitor productivity

Automation led productivity tools
- Seamless, automated workflows can supercharge your team's capabilities
- Reduces average handling time (AHT)
- Improves customer satisfaction (CSAT)

Key features

Low-code application development
Provides an easy-to-use interface to build responsive web apps, powered by low code app development and accessible across devices and browsers

Process orchestrator -
Designs workflows using an intuitive drag-drop web interface to automate complex business processes, integrating human and digital tasks

Unified dashboard with a 360° customer view -
Enables agents to access information centrally from a unified dashboard and view complete customer information by seamlessly integrating disparate applications

One-click automation -
Automates frequently performed agent operations with a single click, updating information across applications

AI-powered predictive assistance -
Suggests the next best action for agents, provides sentiment analysis, trains new agents with step-by-step guided assistance and integrates with the enterprise knowledge base

AssistEdge Engage enables superior customer service

A leading UK telco transforms customer services, reducing AHT by 30% and saving £25 Mn

- Integrated 350+ disparate apps on a unified dashboard with single sign-on
- Attended automation for 3000+ users, 93 one-click automations and 89 guided workflows
- Improved system login speed by 75%, saved 9500 mins/day

A US insurance major improves agent productivity by 10% and saves $ 2.5 Mn annually

- Integrated 30+ different applications, facilitated automated login, and provided a dashboard view for customer data
- Deployed enhanced chat application specially designed for facilitating chats between agents and SMEs for better knowledge management

Sign-up for speedy resolutions, soaring productivity, empowered agents, and satisfied customers.

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Inspiring enterprises with the power of digital platforms

Want to harness the power of AssistEdge Engage for your business?

Get in touch with contact@edgeverve.com.

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AssistEdge Engage is an intelligent automation platform that empowers contact centers with smart features to significantly augment agent productivity and elevatecustomer experience.

https://www.edgeverve.com/assistedge/assistedge-engage/

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About AssistEdge

AssistEdge is a comprehensive suite of Document AI platform & products that enables enterprises to extract actionable insights from a wide variety of enterprise documents, contracts, and legal agreements. XtractEdge is recognized as one of the top Document AI platforms for large enterprises delivering on the promise of quicker time to market, superior customer experience, faster claims processing and underwriting, efficient contracts management for smarter business decision making.

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About EdgeVerve

EdgeVerve Systems Limited, a wholly-owned subsidiary of Infosys, is a global leader in developing digital platforms, assisting clients to unlock unlimited possibilities in their digital transformation journey. Our purpose is to inspire enterprises with the power of digital platforms, thereby enabling our clients to innovate on business models, drive game-changing efficiency and amplify human potential. Our platforms portfolio across Automation (AssistEdge), Document AI (XtractEdge), and Supply Chain (TradeEdge) helps inspire global enterprises to discover & automate processes, digitize & structure unstructured data and unlock the power of the network by integrating value chain partners. EdgeVerve, with a deep-rooted entrepreneurial culture, our innovations are helping global corporations across financial services, insurance, retail, consumer & packaged goods, life sciences, manufacturing telecom and utilities, and more. Visit www.edgeverve.com to know more. EdgeVerve. Possibilities Unlimited.