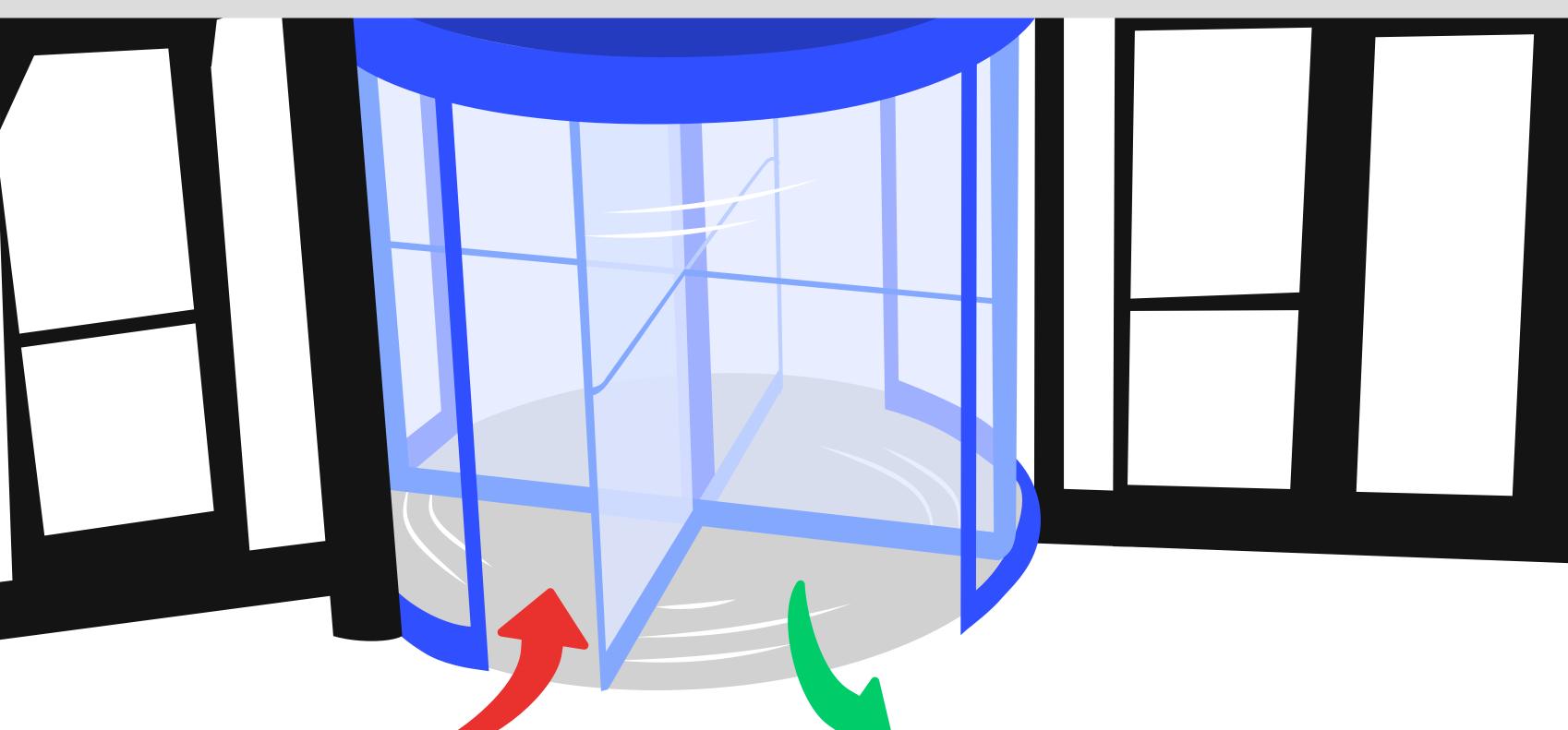
Reducing Ramp Time & Agent Attrition In Contact Centers

How Al-Driven Real-Time Coaching Stops the Revolving Door of Agent Attrition, Increases Productivity, and Improves CX

The Revolving Door Dilemma











Annual Agent Churn

Months Avg. Agent Tenure Months To Ramp Agents

Of New Agent Tenure Spent On Ramps

The Agent Lifecycle

Agents have different satisfaction and company support requirements in different stages of their lifecycle

AGENT RAMP

New agents onboard and ramp to reach the performance and targets of veteran agents

AGENT PERFORMANCE

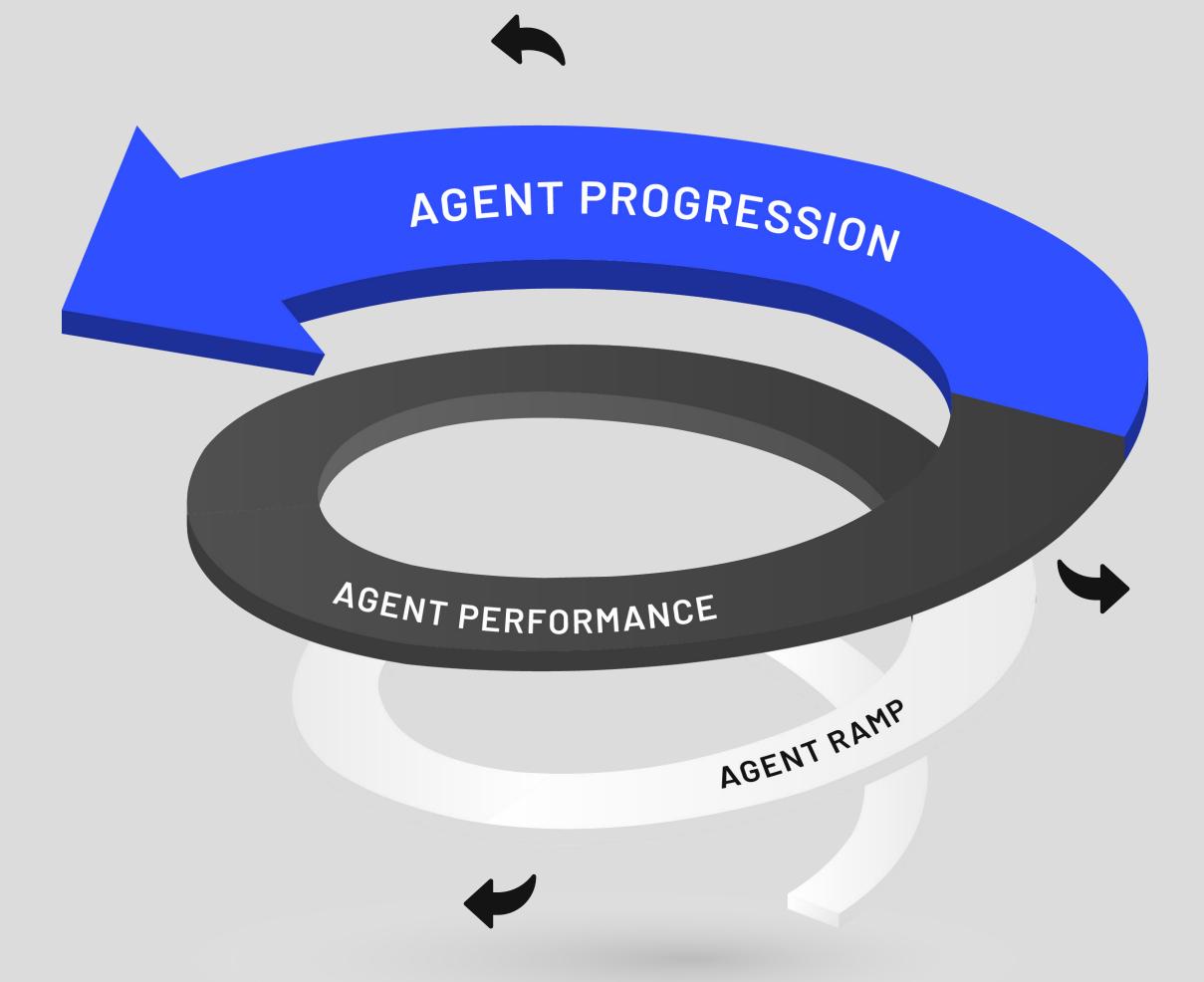
Veteran agents continually improve and optimize their performance to become top performing agents

AGENT PROGRESSION

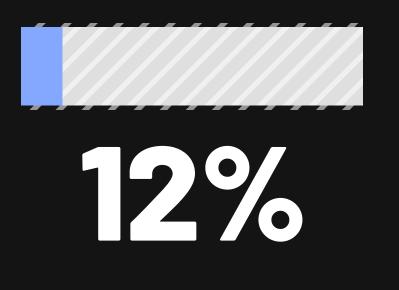
Top performing veteran agents progress in their careers on to managerial roles

AGENT CHURN

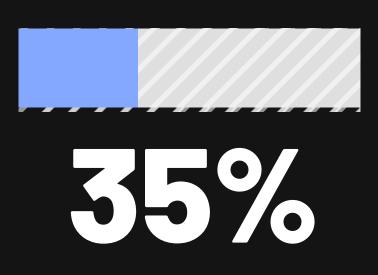
The causes of agent churn are distinct for each phase of the agent lifecycle



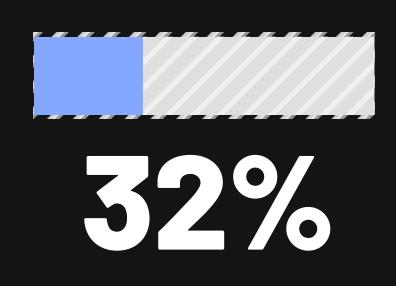
Reduce Agent Attrition & Ramp Time with AI-Driven Real-Time Coaching



Lower attrition of top performing agents vs that of bottom performers



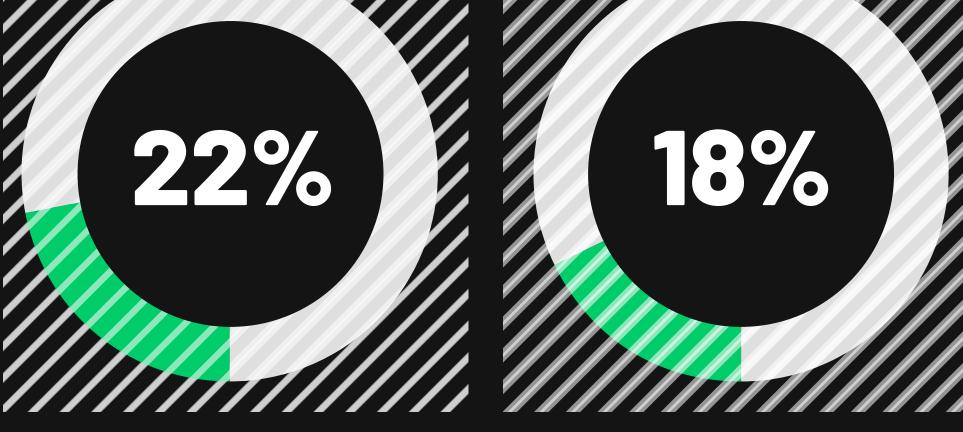
Higher average performance KPIs when new agents use AI-enabled real-time coaching



More consistent when new agents use Alenabled real-time coaching

Improve agent experience and performance using Al-enabled real-time coaching and agent assistance tools. With these solutions, companies have seen reductions in average agent attrition of





SALES CONTACT CENTERS

CARE CONTACT CENTERS

OVERALL

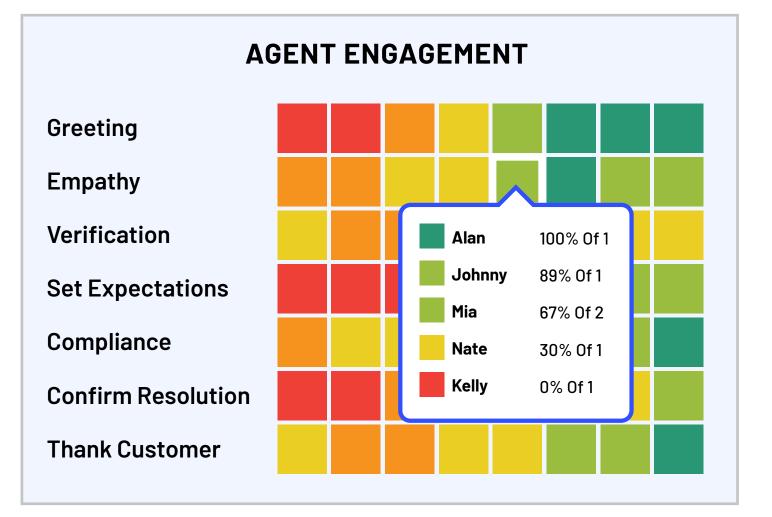
What is Al-Driven Real-Time Coaching?

	Julia Hawkins 774-511-6080 San Francisco, CA	
Behavioral		
Hints	2 articles found	View
	Call Flow	
	Handle objection - Pricin	g mentioned
•	Regarding pricing, with the do get a 3-year warranty th replacements at no addition	at offers
Suggested Responses	Assume the sale	
		4 '
	solution	C
	2 articles found	
	Benefits of the Platinum Learn everything about the P	8.4850.62
	Overview of ACME 3-Yea Learn how the pricing is stru	ula manufa di Vallance de Te

FOR AGENTS

Knowledge Base Suggestions

FOR MANAGERS



- Review all live and closed conversations
- Visually monitor and manage team performance
- Review team behavior activity and identify coaching opportunities
- Impact agent behaviors and coach in real-time assisted by Al

Read the report at cresta.com/insights-report

