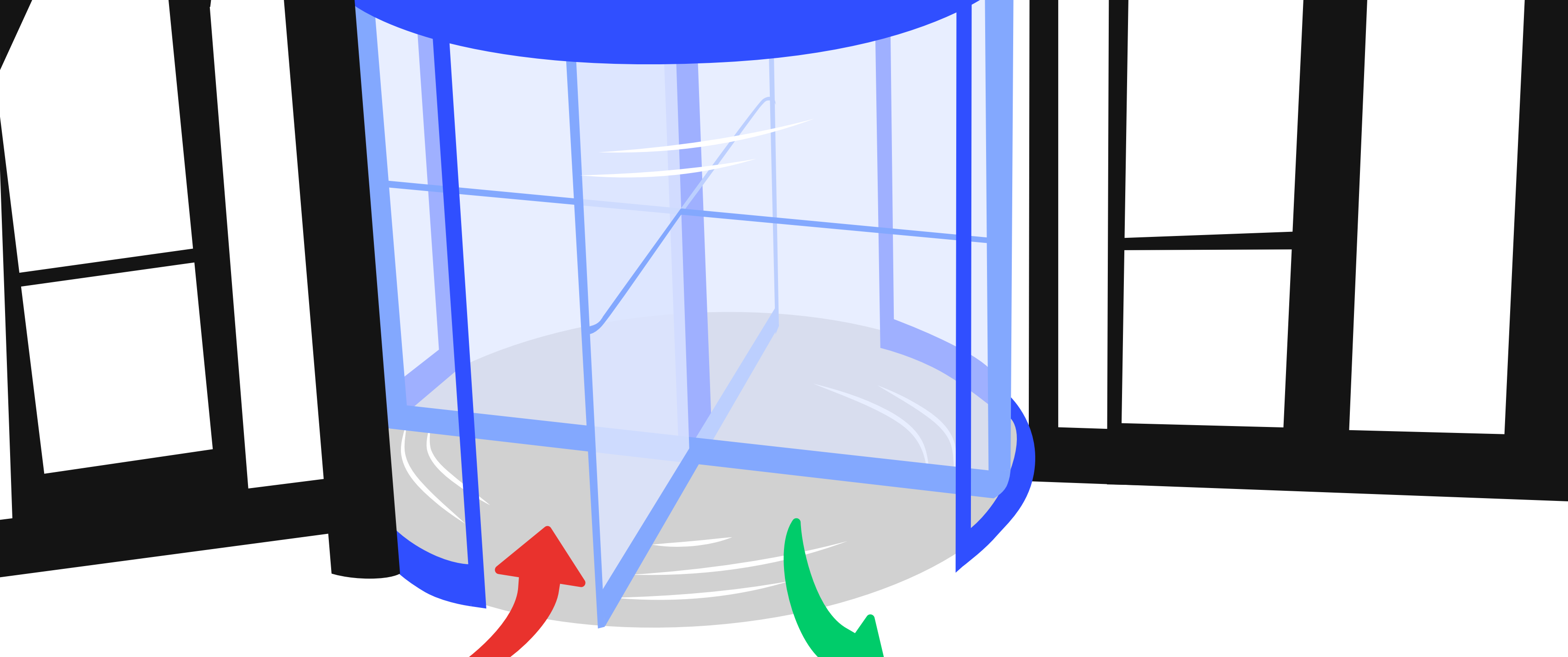


Reducing Ramp Time & Agent Attrition In Contact Centers

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

The Revolving Door Dilemma



84%

Annual Agent Churn

14

Months Avg. Agent Tenure

3

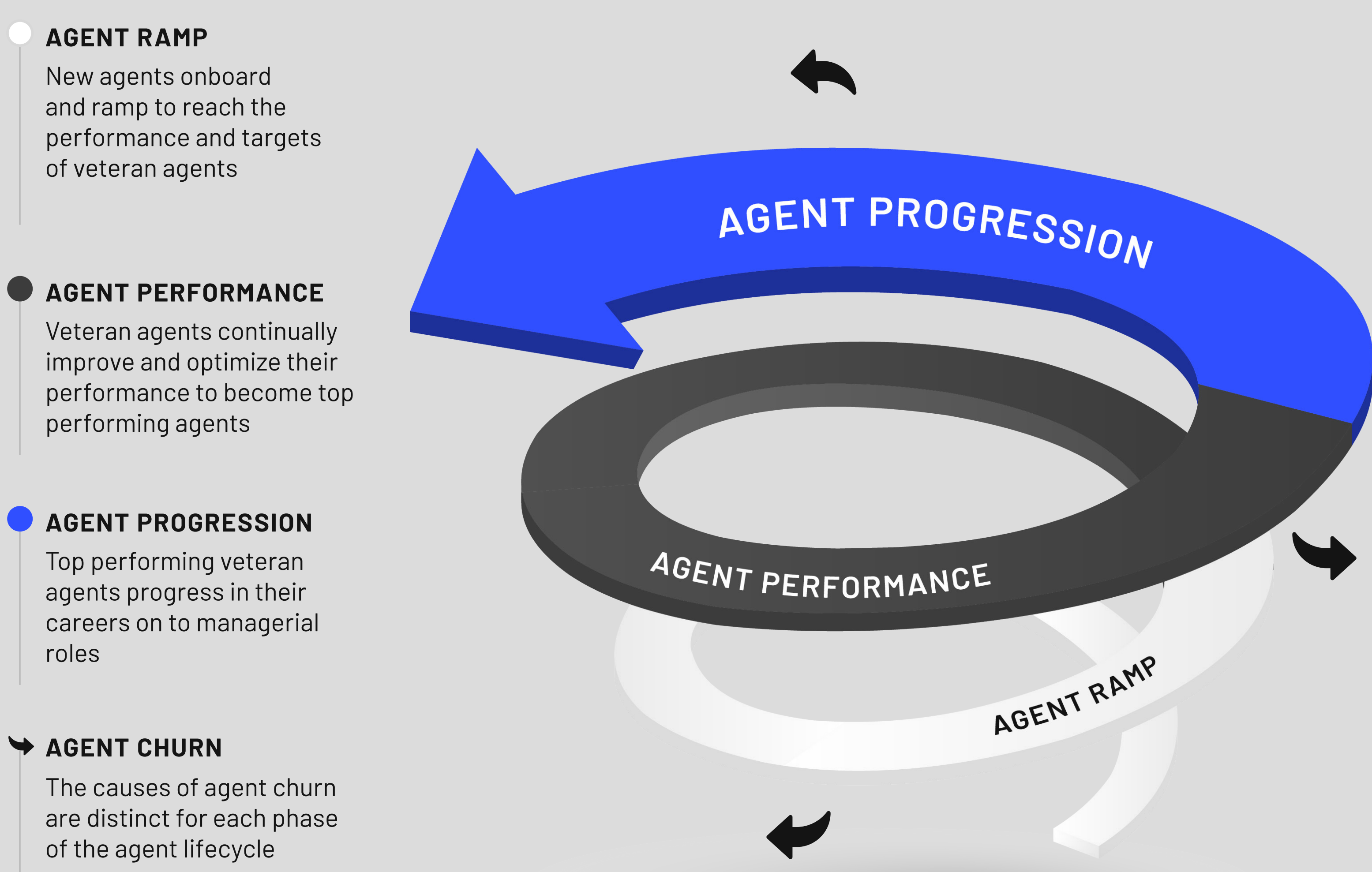
Months To Ramp Agents

21%

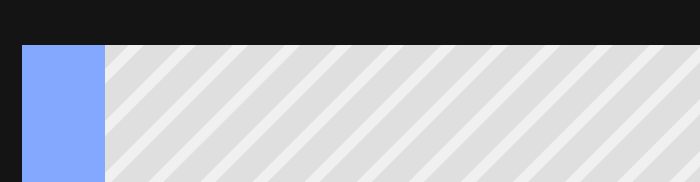
Of New Agent Tenure Spent On Ramps

The Agent Lifecycle

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



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



12%

Lower attrition of top performing agents vs that of bottom performers



35%

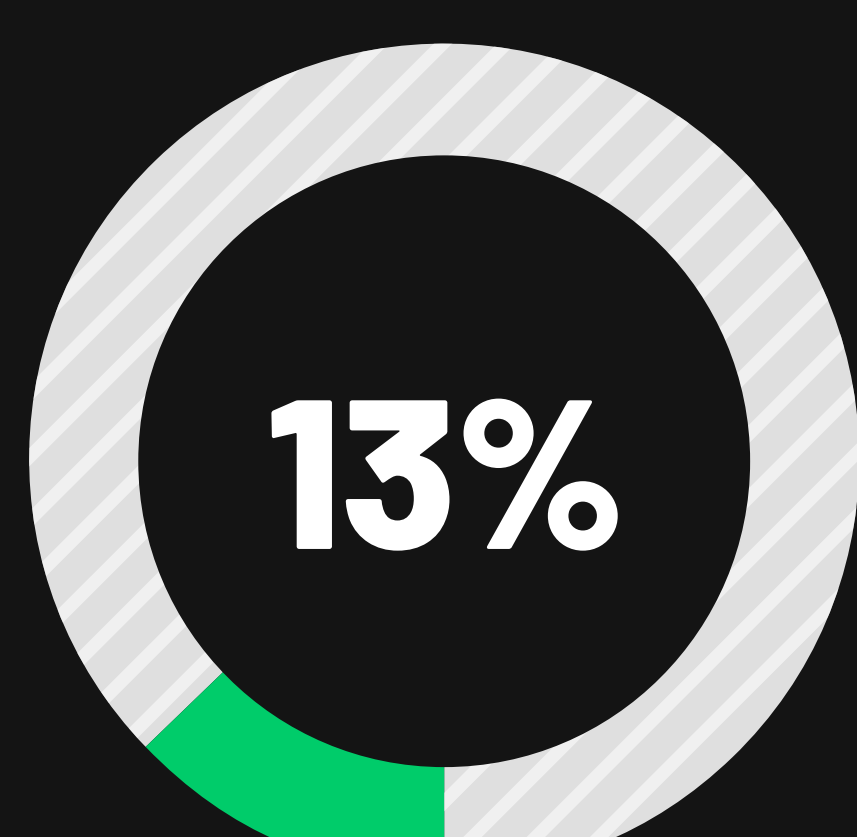
Higher average performance KPIs when new agents use AI-enabled real-time coaching



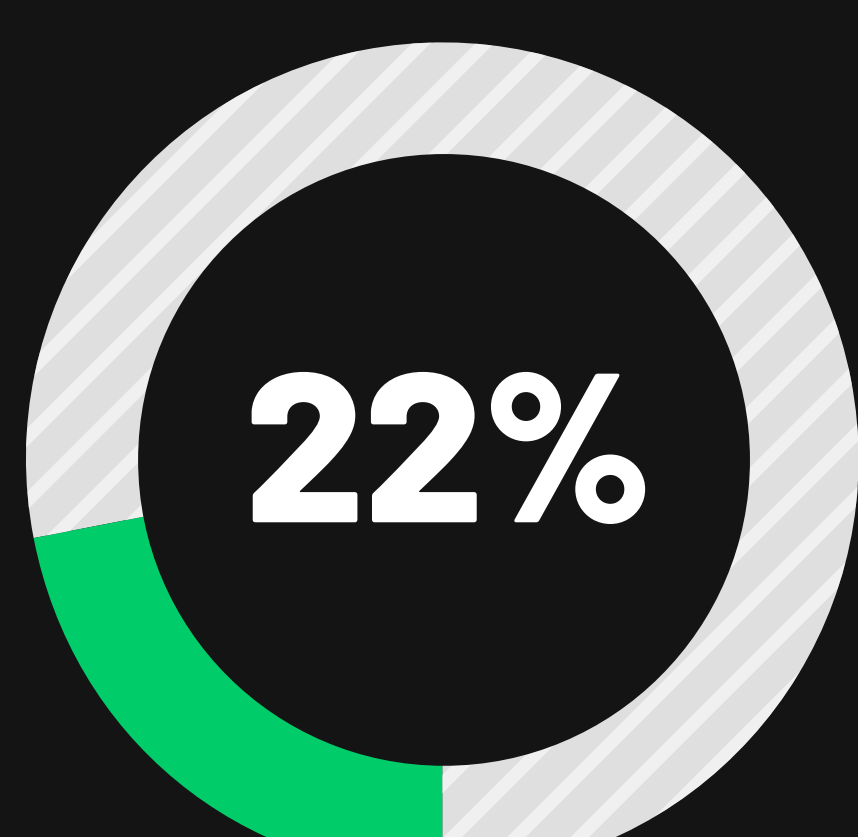
32%

More consistent when new agents use AI-enabled real-time coaching

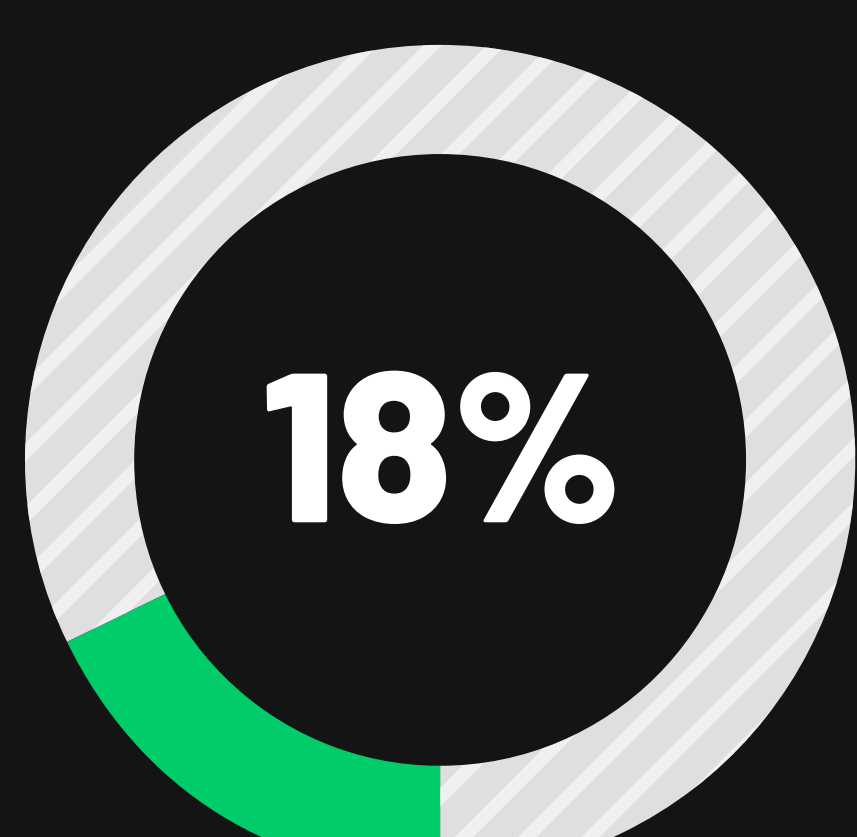
Improve agent experience and performance using AI-enabled real-time coaching and agent assistance tools. With these solutions, companies have seen reductions in average agent attrition of



SALES CONTACT CENTERS



CARE CONTACT CENTERS



OVERALL

What is AI-Driven Real-Time Coaching?

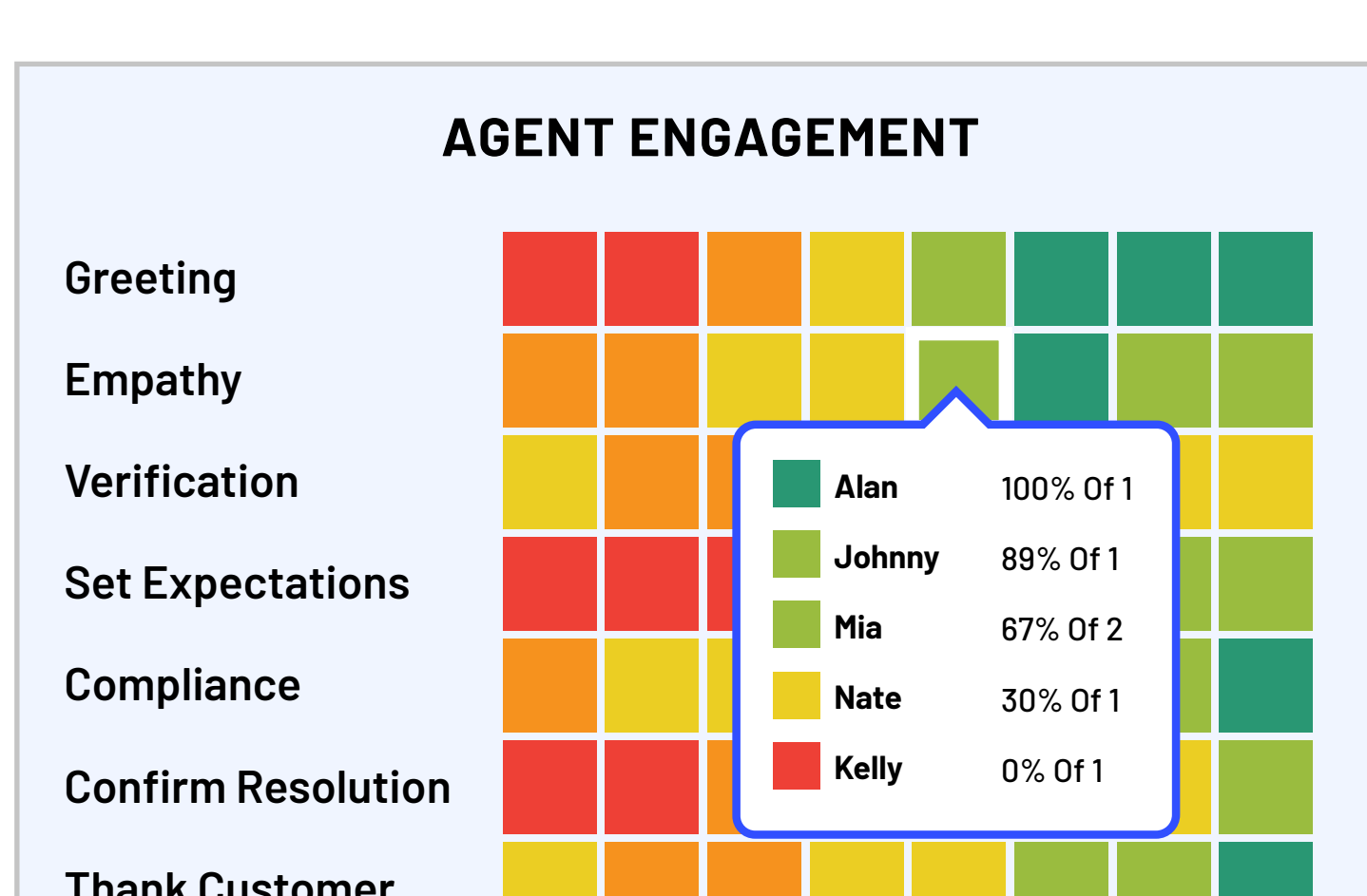
FOR AGENTS

Behavioral Hints

Suggested Responses

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 AI

Read the report at cresta.com/insights-report