



VoiceBots: the facts

Business benefits

- Delta airlines saves \$5 million annually with automation for common queries
- Amtrak increased its call containment to 54% and lifted CSat by over 50%
- NYC 311 boosted their agent availability by 25%

Customer sentiment

- 40% of customers don't care how service is provided if it works well
- 50% of consumers use AI voice tools every single day
- 86% of consumers are intrigued by AI service tools and will try them out

Call center challenges

- Global agent call capacity is still nearly 8% lower than pre-Covid levels
- The cost of hiring in a typical European call center increased between 5-10% in 2022
- More than one in five customers feel that businesses make them wait too long for service

Automation opportunities

- Around 40 seconds of the typical customer service call can be automated away
- 90% of individual customer service tasks can be automated
- 86% of consumers are intrigued by AI service tools and will try them out
- 75% of all contact volume to a call center concerns the same 6 core contact drivers

The top **HORRORS** of traditional IVR

According to US consumers

The reason I'm calling isn't listed

65%

I have to listen to irrelevant options

63%

There's no way to reach a real person

54%

The menus are way too long!

46%

I have to repeat myself a lot

45%

The global GDP impact of AI and automation by 2030

China

Total impact:
26.1% of GDP
\$7.0 trillion



United States

Total impact:
14.5% of GDP
\$3.7 trillion



Northern Europe

Total impact:
9.9% of GDP
\$1.8 trillion



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What if you could **AUTOMATE** **90%** of customer service tasks?

About babelforce

babelforce is a contact center automation platform with a difference. If you can picture your ideal customer journey, you can build it with babelforce.

With our toolset, you can give your customers experiences that feel genuinely crafted for them.



Sources

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