

talkdesk

First Contact Resolution How To Get It Right First Time, Every Time

Jafar Adibi

Head of AI & Data Science

Talkdesk

Call Center Helper Magazine

The information contained in this document is property of Talkdesk and can only be used by the intended recipients. The reproduction or communication of information in this document without Talkdesk approval is forbidden.

Talkdesk Proprietary & Confidential



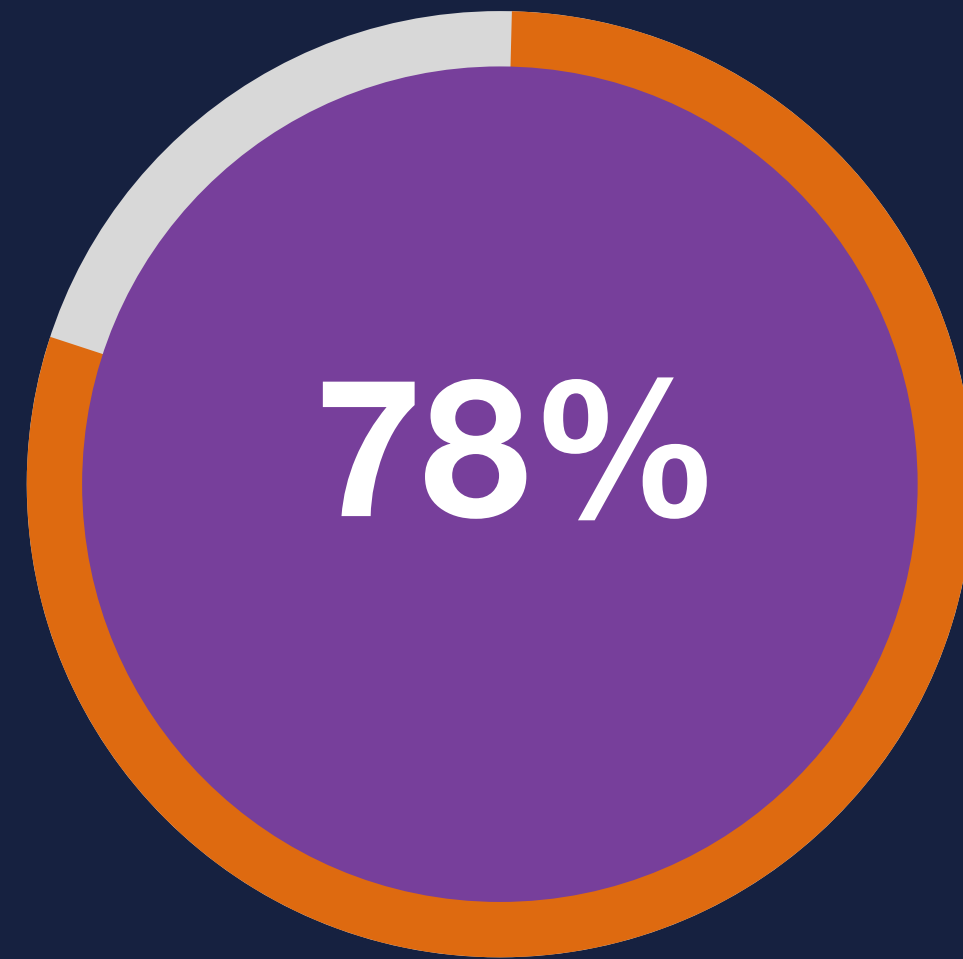
in next 14 min

- 01 FCR Status and Stats
- 02 How AI Might Help
- 03 AI, FCR and Super Agents

Past 20 Years

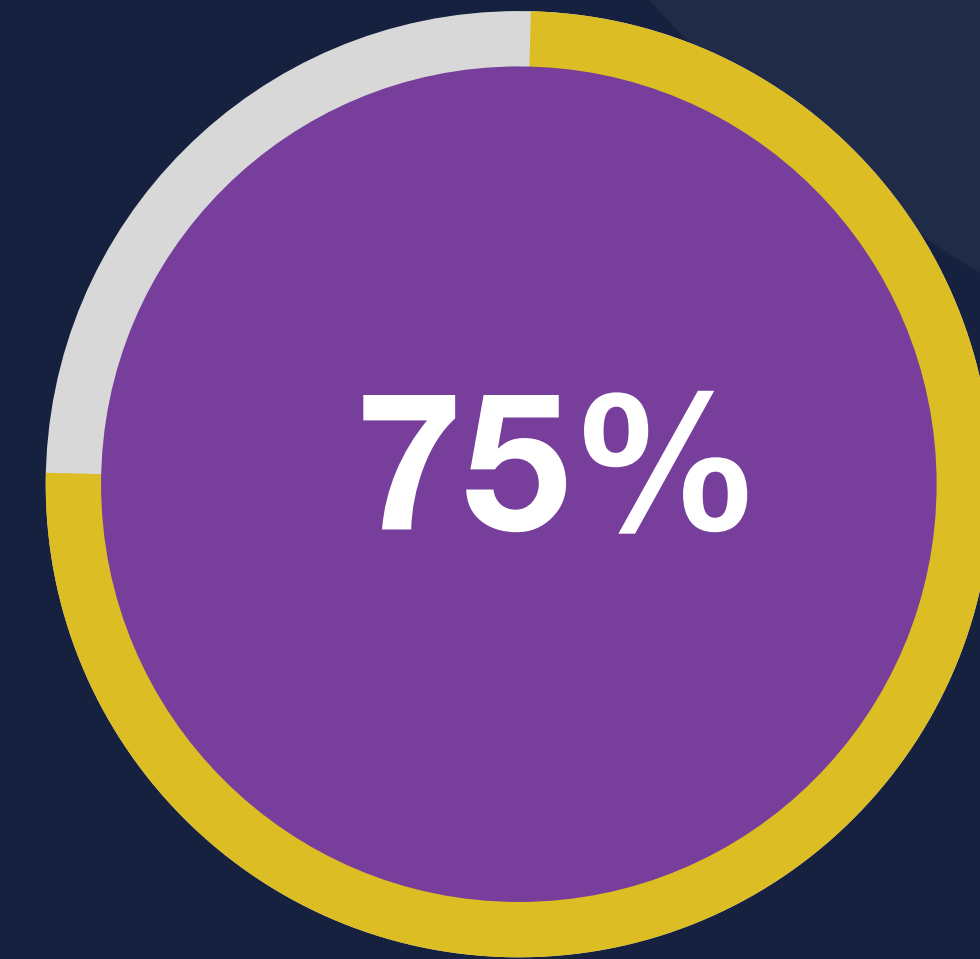
What is a Good First Contact Resolution Rate

2000



Purdue University
20% stdv

2020



Call Center Helper

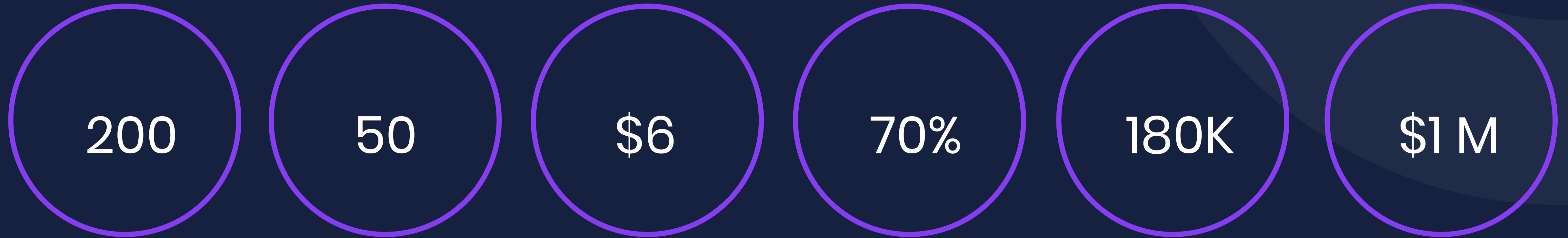
Possible Reasons

- 01 More e-commerce and SaaS means more contact centers
- 02 People, problems and issues are getting more sophisticated
- 03 Contact center world has not adapted with the technology as much as they have to

Contact Center Market

Why This is Very Important

ONLY EXTRA CALL LOSS



Agents

Calls Every Day

Cost Per Call

Your FCR
Current Rate
5% Below
avg.

More Calls in
a Year

Your Loss in
One Year

In the Heart of Contact Center



What to Improve to Improve FCR

Operation

Address Common Issues, Improve Support , Streamline Communication

Technology

Right software, Right Infrastructure, Right Data Platform, Automation

People

Agent Autonomy, Agent Performance, Customer Analytics

Can AI Help

Operation

Technology

People

Then

Some Robotis Golf Carts



Mining Text for Information



Early Stage Spam Filters



Naive Siri



Deep Blue



Now

Autonomous Cars

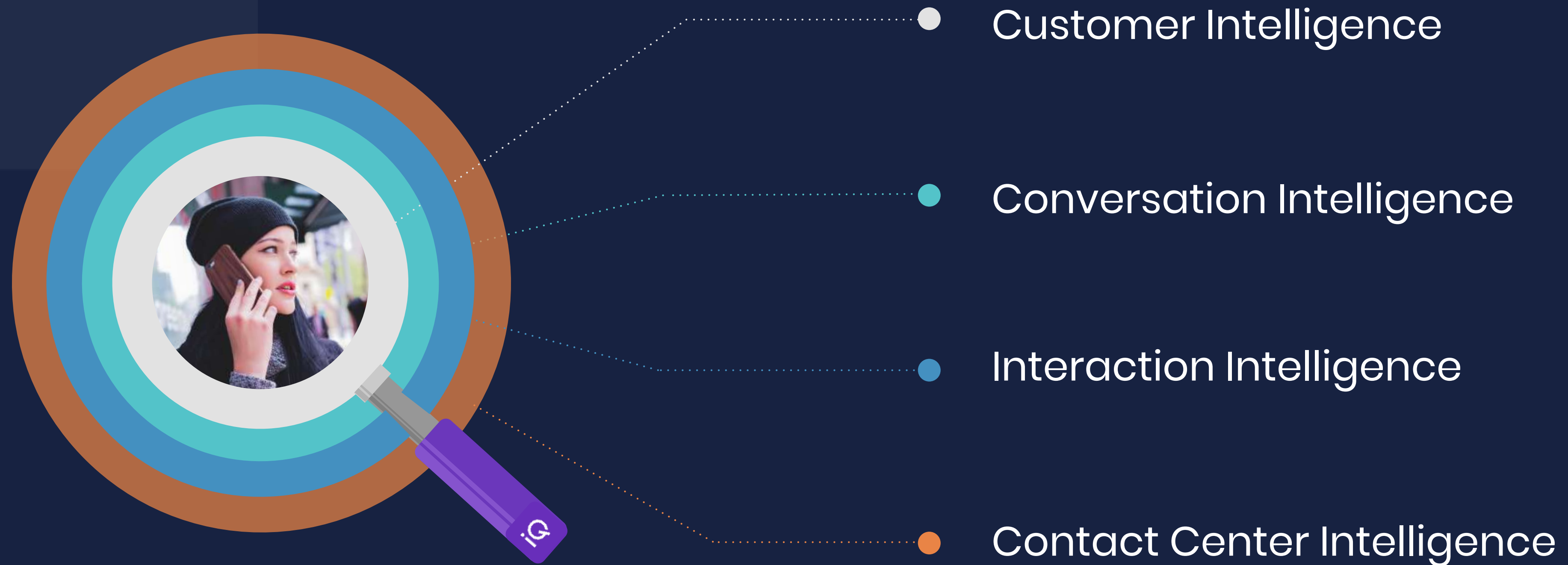
Automated Cancer Detection

Strong Spam Filters

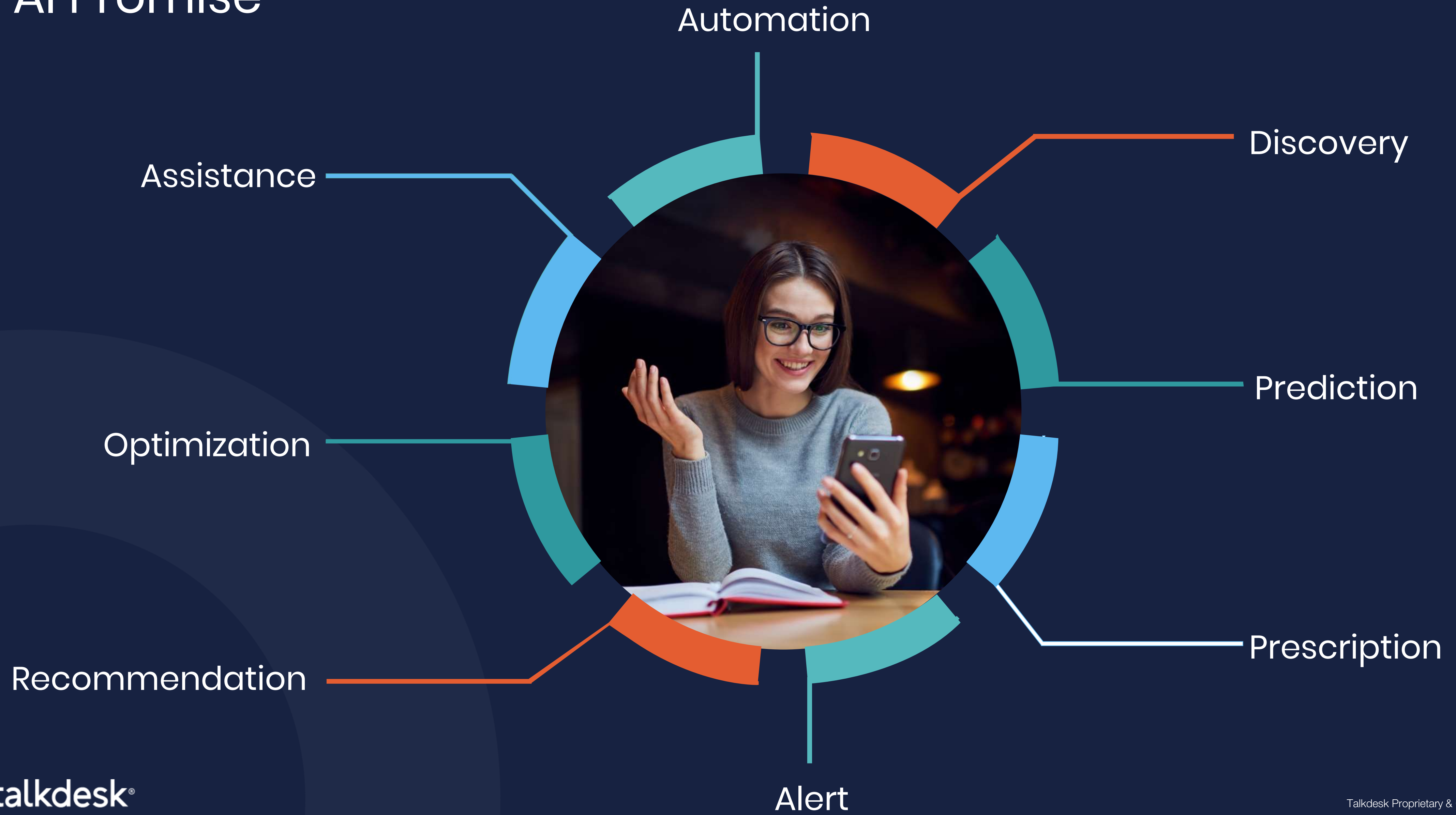
Working Siri

Alpha Go

Layers of AI for Contact Centers



AI Promise



AI Effect

Operation

Optimization, Automation, Outlier Detection

Technology

Infrastructure, Data Platform, Better Quality

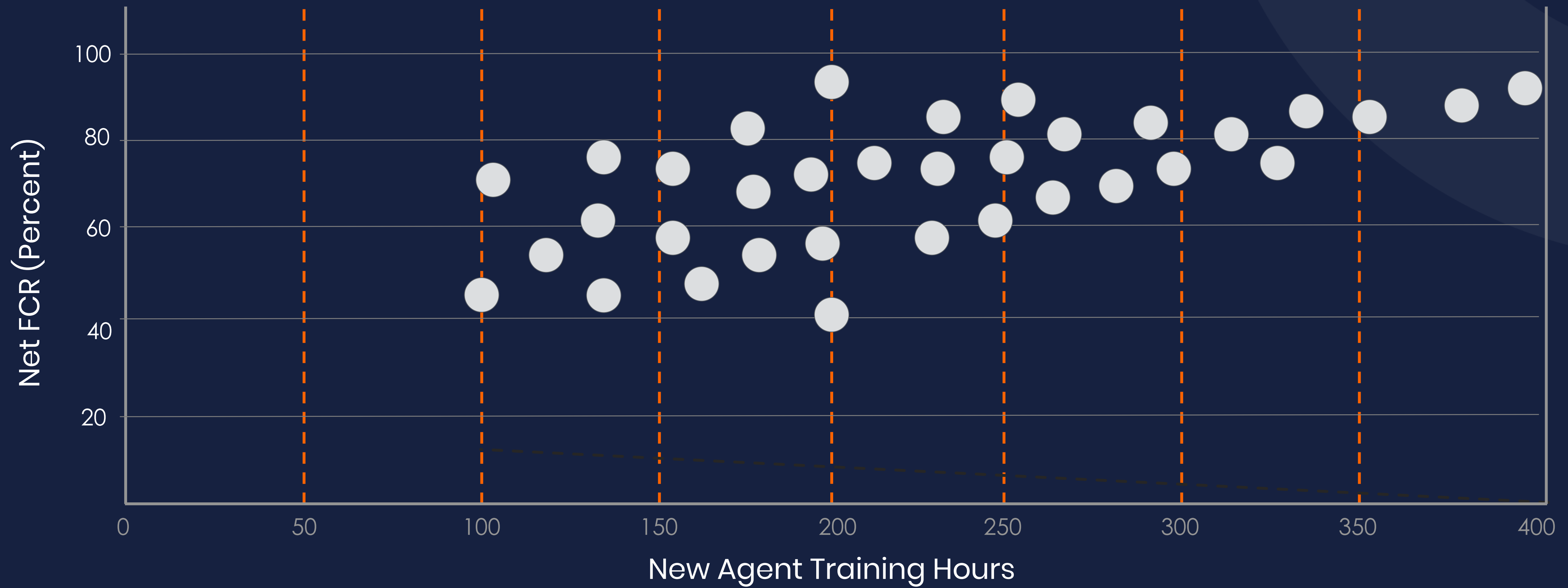
People

Customer Information, Agent Performance, CSAT

AI, Super Agents and FCR

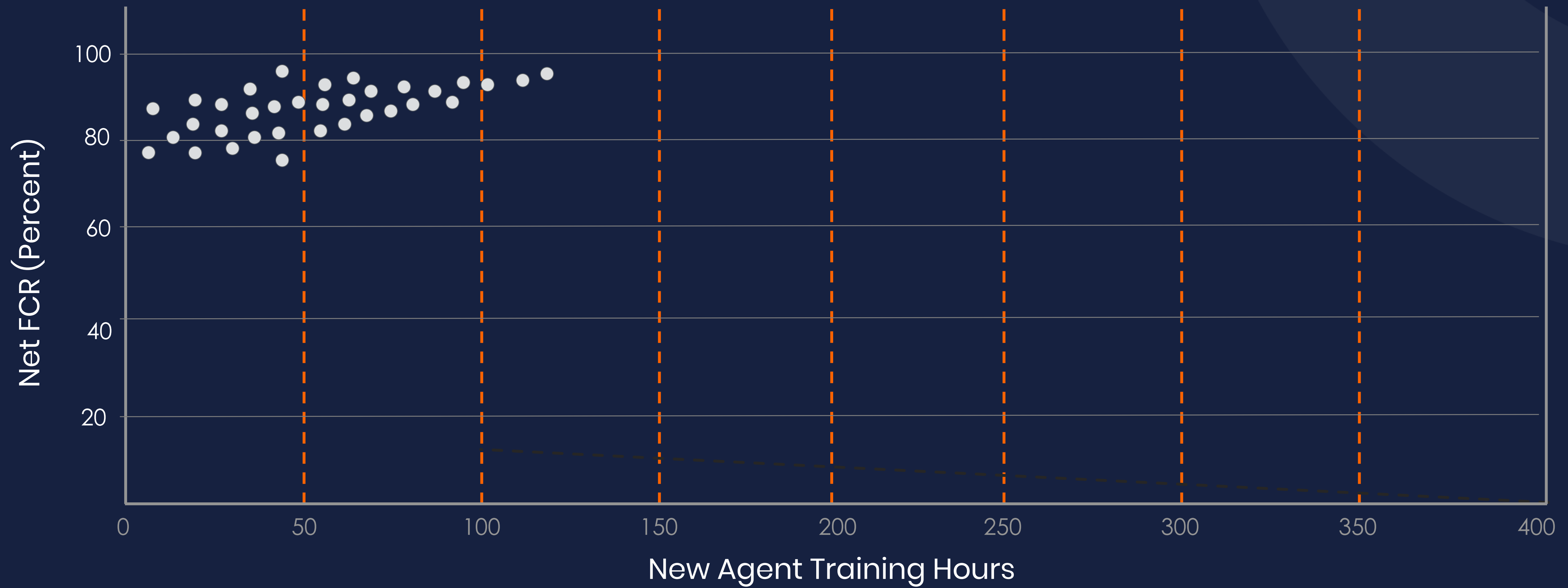


FCR vs. Agent Training



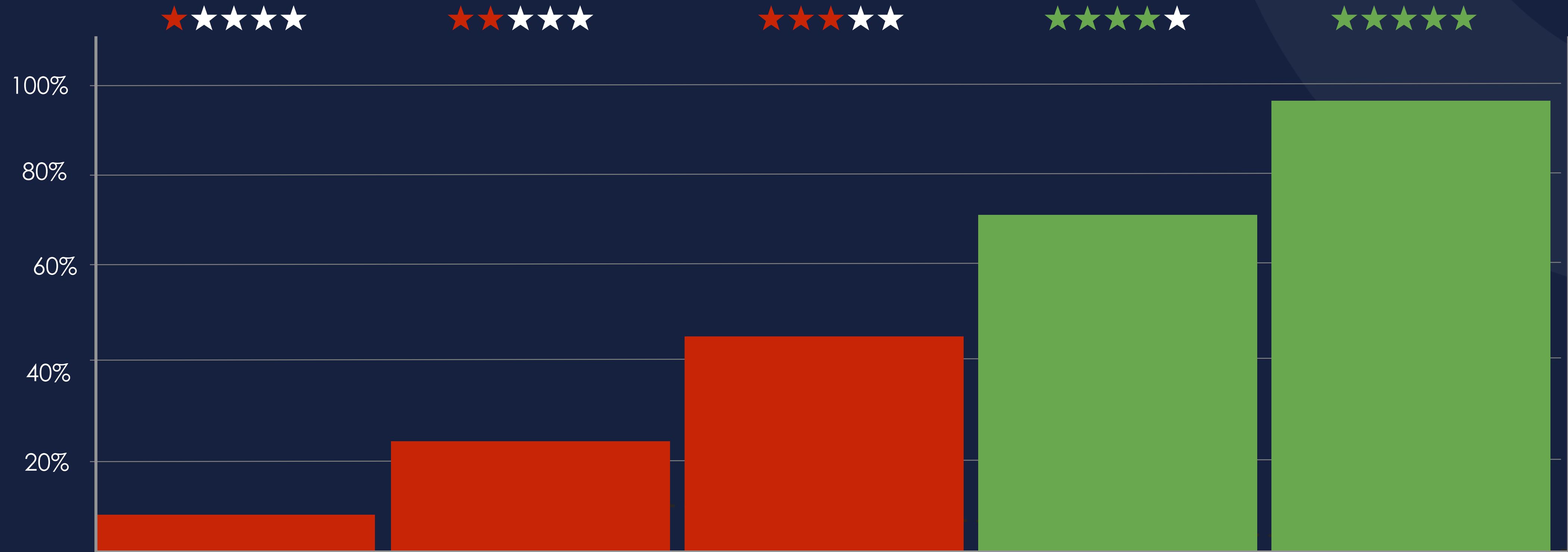
MetricNet

Can AI Do This?



MetricNet

FCR vs. CSAT



First Contact Resolution Rate

Stella Connect

Can AI Do This?



First Contact Resolution Rate

Stella Connect

How AI Might Help



MetricNet

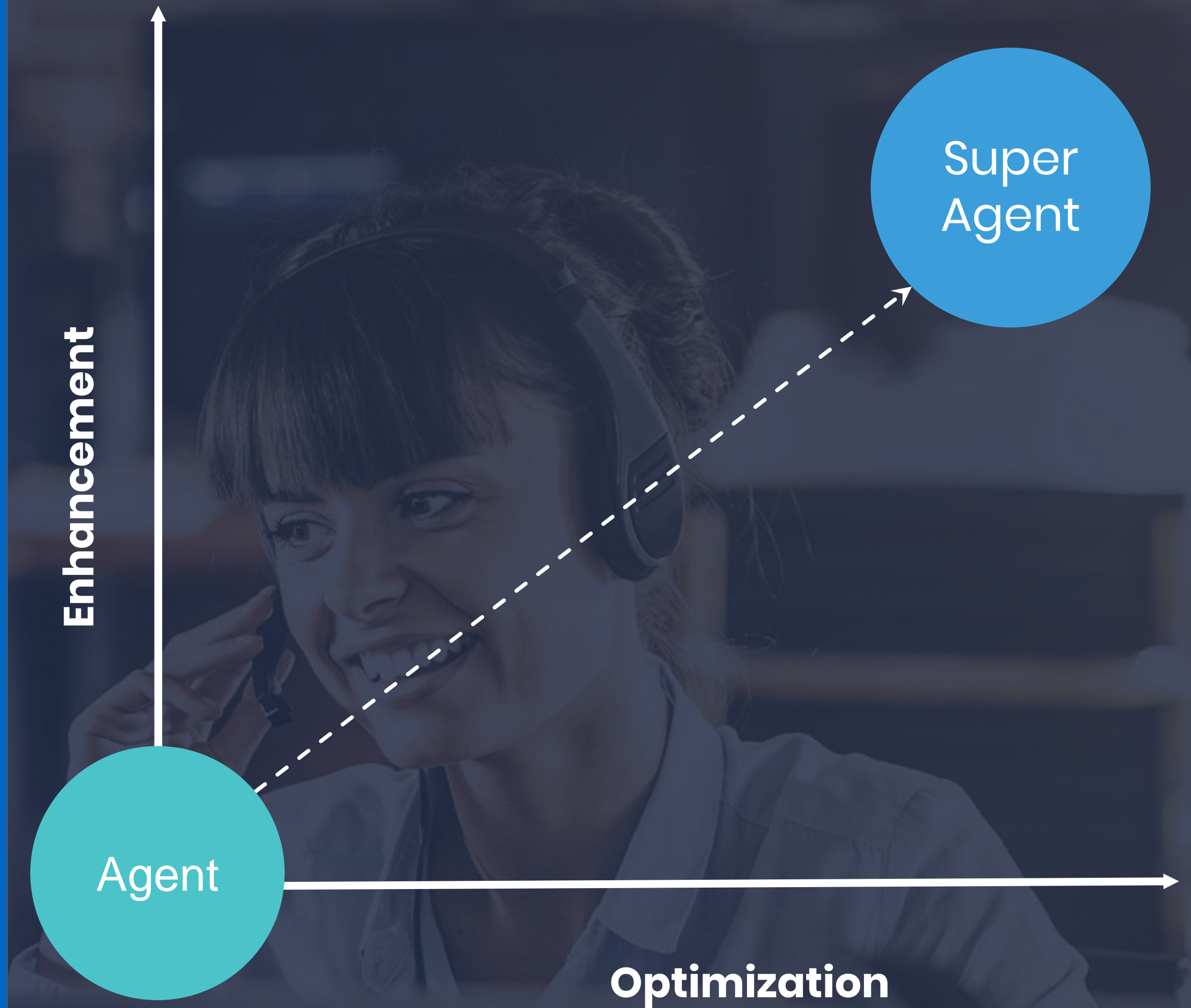
How AI can Make Super Agents

Mapping the right problem to the right agent

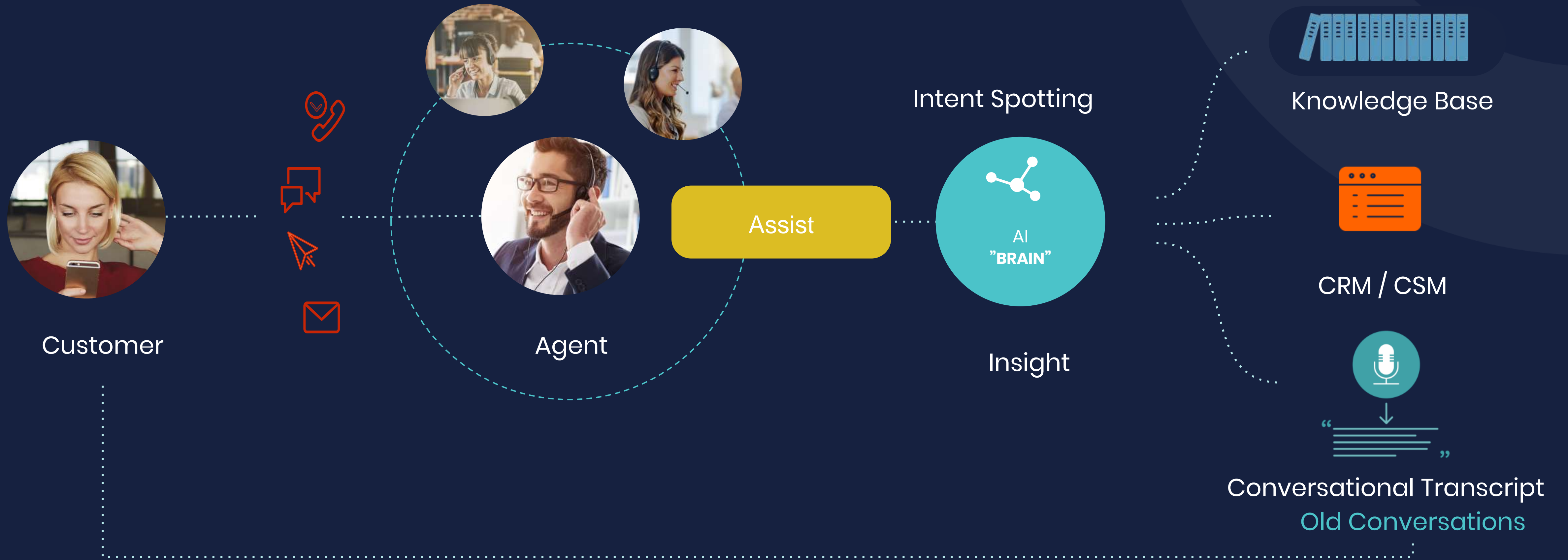
Optimization

Brining the right insight at the right time

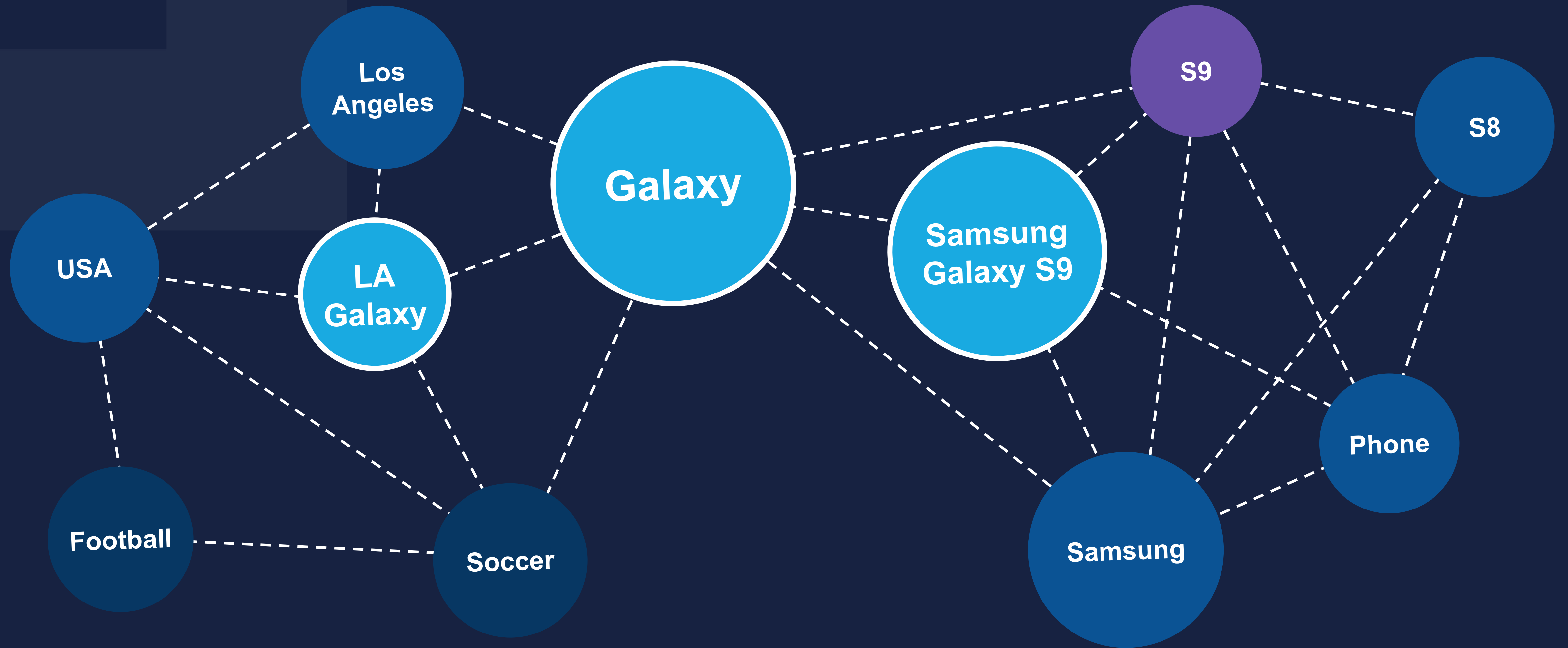
Enhancement



How does AI Help Agents - in Real-time



The Brain



Summary

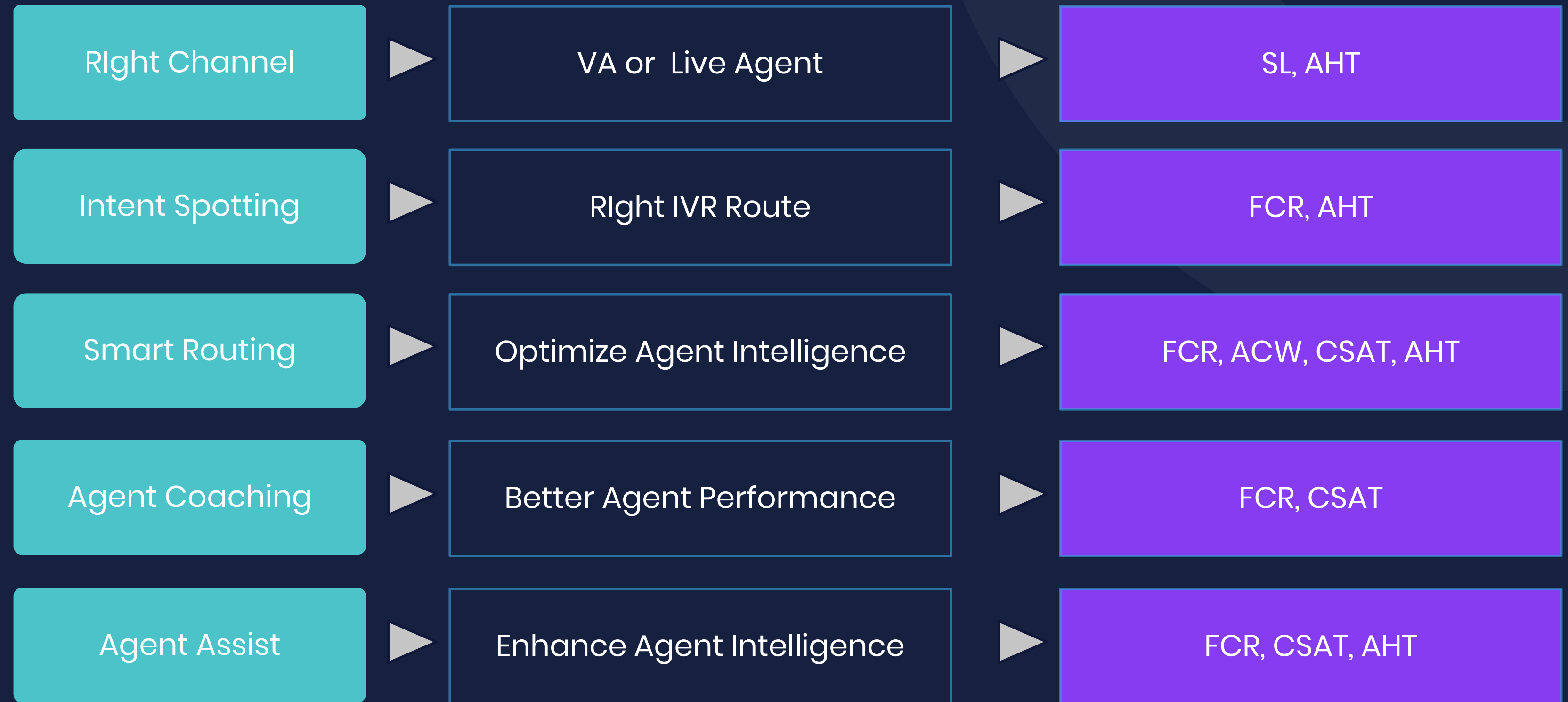


- Web
- Mo
- Soc
- IOT

Context



Integrations



Talkdesk Enterprise Contact Centre

| Routing | Omnichannel | Engagement | Assist | Analytics |
|--|--|---|--|--|
| <ul style="list-style-type: none"> ACD IVR Agent Experience Studio Outbound | <ul style="list-style-type: none"> Voice Email Chat SMS & Others | <ul style="list-style-type: none"> Workforce Mgmt. Quality Mgmt. Performance Mgmt. | <ul style="list-style-type: none"> Agent Assist Supervisor Assist Customer Assist | <ul style="list-style-type: none"> Live Explore Benchmark Speech Analytics |

40+ Integrations



100+ AppConnect Partners



talkdesk

Thank You

Jafar Adibi
jafar.adibi@talkdesk.com
@jafaradibi

The information contained in this document is property of Talkdesk and can only be used by the intended recipients. The reproduction or communication of information in this document without Talkdesk approval is forbidden.

Talkdesk Proprietary & Confidential