

Improve AHT and FCR with Nuance Agent Wrap-up

Empower your agents with AI-powered speech recognition.

Contact centers are a metrics driven business support function. From speed to answer (ASA) and resolving a client issue the first time (FCR), to time spent monitoring different access channels (chat, phone, social media) and the all-important Average Handle Time measuring end-to-end client interactions, a well-run contact center can return real business value to the organization.

But how can contact centers successfully optimize the balance between metrics like AHT against the costs associated with providing a quality customer experience?

Understanding the challenge

Contact centers have emerged as a critical window into customer perceptions of products and services—both positive and negative—that can impact everything from product development and parts sourcing, to public relations initiatives. With growing expectations to deliver value, contact center professionals are challenged with historically high turnover rates alongside limited funding, and must find innovative approaches to deliver value back to the business.

Support your agents with AI-powered Agent Wrap-up

By providing either locally installed or cloud-native AI-powered speech recognition, your contact center agents can quickly summarize call resolution details with immediacy, speed, and accuracy.

Nuance Agent Wrap-up delivers:

- **Rapid capture of pertinent call details:** Using the most natural communication vehicle available—the human voice—agents can capture customer call details for virtually any Windows-based contact center application 3X faster than typing.
- **Faster “after call” actions:** Empowers contact center agents to quickly finalize the call notes and initiate critical follow-up actions such as alerting other parts of the organization to take action, or simply meeting a client’s needs without keeping them on the line.

HIGHLIGHTS

- **Improves AHT metrics:** Enables agents to more effectively manage time spent from call initiation to post-call follow-up actions.
 - **Increases agent satisfaction and lowers agent turnover:** Empowers agents to focus on solving customer problems, not documenting them.
 - **Provides new client insights:** Captures feedback that might not have been practical before, thereby allowing management to identify and resolve problem areas and resolutions patterns.
 - **Expands agent recruitment pool:** Eliminates the pre-requisite that candidates “must be good typists,” thereby making it easier for otherwise qualified candidates to fill positions.
 - **Optimized for PowerMic:** With the Nuance PowerMic as a companion to a traditional headset, eliminate the need for switching and muting when using speech recognition.
 - **Boosts ongoing client success:** Nuance Customer Success personnel are committed to your success through post-implementation to ensure agreed upon metrics are met and maintained.
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- **Memorialization of client needs:** Allows agents to use speech recognition to repeat back and confirm details of a client's issue while the call is in progress to ensure accurate capture of their needs.
- **Automate insertion of repetitive text, templates and "boilerplate" copy:** Streamlines call wrap-up and client emails, while helping drive AHT down. With features like "Auto-Texts", agents can speak a single word or phrase to populate the CRM with pre-defined templates, standardized responses, forms, industry/customer specific language, and mandated "boilerplate" text.
- **Robust call resolution repository:** Helps organizations develop better resolution frameworks as agents can speak more fluidly, with greater specificity—and in less time than typing. These resolutions may be recalled for future engagements and shared as best practices during training.
- **Nuance Management Center:** Provides detailed visibility into which agents are making the most of the speech recognition platform, helps identify "star performers" who can aid in training and share best practices. The Management Center also allows for easy license administration and the ability to set enterprise-wide commands and customizations.
- **Reduced turnover:** Agent Wrap-up offers agents greater insight into how a client resolution influences other parts of the organization such as product development or service and support functions. This can lead to reduced turnover, increased job satisfaction and exposes them to other parts of the organization while broadening career development opportunities, and increasing overall job satisfaction.
- **Less "gaming" of metrics:** Because agents are more effective and are empowered to meet their targets, there is less incentive to engage in undesirable behavior to "game" the system to meet performance goals.

LEARN MORE

Visit www.nuance.com/agent-wrap-up to learn more about how Nuance Agent Wrap-up can help your agents and customers.



About Nuance Communications, Inc.

[Nuance Communications](#) (Nuance) is a technology pioneer with market leadership in conversational AI and ambient intelligence. A full-service partner trusted by 77 percent of U.S. hospitals and 85 percent of the Fortune 100 companies worldwide, Nuance creates intuitive solutions that amplify people's ability to help others.