



CONTACT CENTER INDUSTRY STATS â€“ TECHNOLOGY

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Over the past few weeks, we have been posting a series related to Contact Center industry statistics. Previously, we discussed statistics related to the organization and customer journey mapping, as well as statistics related to the various Contact Center channels. Below, we will be discussing Contact Statistics related to the various technologies within the Call Center.

Contact Center Technology Statistics:

86% of consumers are willing to pay more for an upgraded experience.

60% of agents agree that their company doesn't always provide the technology that staff needs to address the challenges they face when helping customers.

44% of agents lack the tools that are available to them and 34% believe they don't have the right customer data available at the time of request. (Calabrio)

AI:

56% of TMT Companies are planning to invest in AI (Deloitte)
Gartner predicts that Global AI business value to reach US\$1.2 trillion in 2018. Customer experience (CX) is the primary source of derived business value, as organizations see value in using AI techniques to improve every customer interaction, with the goal of increasing customer growth and retention. CX is followed closely by cost reduction, as organizations look for ways to use AI to increase process efficiency to improve decision making and automate more tasks.

Bots and Chatbots:

Gartner predicts that by 2021, more than 50% of enterprises will be spending more per year on bots than traditional mobile app development

Robotic Process Automation (RPA):

33% of Contact Centers plan to invest in robotics and process automation in the next 2 years (Deloitte)

In just a year, the figures of those who have implemented process automation in their Contact Center has risen from 36.3% to 39.1%. (Call Centre Helper)

Automated Calls:

Automated calls have long plagued consumers; however, the volume has skyrocketed in recent years, reaching an estimated 3.4 billion in April alone.

Robocalls are a thorny problem to solve. Regulators are working with the telecommunications industry to find ways to authenticate calls which would help unmask the callers.

Complaints about telemarketers and scammers have steadily increased in recent years, with robocalls identified in the majority of cases...

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