

# BT and eGain



Solving the financial sector's contact centre challenge

## Any advisor, any call

AI-process guidance flows delivered

# 23%

increase in first contact resolution



### 43%

reduction in agent training time

### 50%

reduction in agent speed to competency

### £56m

operational savings every year

### 20 point

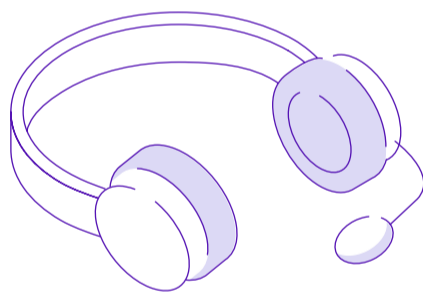
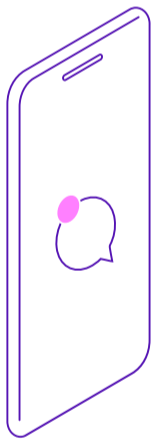
increase in NPS

## Performance increases across almost every operation

Supported increase in traffic to call centre without increasing staff resulting in

# 67%

decrease in average call handle time



# 70% ▶ 95%

increase in first call resolution



# 88% ▶ 97%

increase in CSAT

# 10

# 4

reduction in agent training time

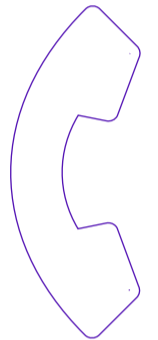


## Digitisation and agility on a large scale

Delivering a web self service, virtual assistant and chat solution in 12 weeks resulted in

# 30%

reduction in call volumes



## Digital by default

A virtual assistant, chat, analytics and knowledge management solution delivered

**257,000** managed hosting services in data-centres globally

### 50%

reduction in call wait time

### 77%

digital containment

### 89%

of chat customers would have otherwise called

## Ease to #1 with knowledge

Sped up consultant time-to-competency for new agents during expanding to 11 countries enabled



# 50%

reduction in consultant training time



# <1%

agent churn

# #4 ▶

# #1

CSAT ranking in 18 months

## Make it easy to communicate with you

In phase 1 of solution, simple multi-channel approach to communication saved

# \$2.6m

