



# The ROI of ice Contact Center with Artificial Intelligence

ComputerTalk's ice Contact Center leverages artificial intelligence (AI) to unlock greater efficiency and better customer experiences through a suite of powerful tools.

ice Contact Center offers a number of AI-powered features that benefit both customers and agents. These features include:

- Automated transcription, contact summarization, post-contact analysis, and speech analytics
- Voice bots and chatbots
- Agent Assist tool for real-time guidance
- Text-to-speech capabilities
- Multilingual bots

Whether through straightforward cost reductions or indirect ways such as improvements to service resulting in future revenue increases, AI can offer significant financial returns on investment (ROI).

## How ROI Is Achieved

ROI results will vary depending on factors like current costs, strategy, and specific features used. With ComputerTalk's support guiding effective implementation, AI can help contact centers achieve a number of benefits that, either directly or indirectly, reduce costs and increase revenues. Together, these benefits can result in a significant financial return on investment:

### Improved Agent Efficiency During Interactions

With the support of AI-powered tools like ComputerTalk's Agent Assist, contact center agents automatically receive helpful information and resources, saving them from having to manually look up information and empowering them to resolve customer inquiries faster. This results in shorter average handling times, meaning agents can handle more interactions without working longer hours.

Up to  
**65%**  
Increase in  
Agent Efficiency

Up to

**45%**Reduction in  
Wrap-Up Time

## Reduced Wrap-Up Time

Efficiency improvements extend beyond the call itself. With automated transcriptions, call summaries, and other contact insights, like reason for calling, customer sentiment, or follow-up actions required, agents don't have to spend time manually transcribing their calls or making notes about each interaction. They can move on to the next interaction sooner, enabling them to serve more customers in less time.

## Improved Customer Satisfaction

With the efficiency improvements provided to agents by AI, they can resolve customers' inquiries faster and get to the next inquiry sooner. This keeps wait times low for interactions requiring an agent while bots can eliminate wait times entirely for inquiry types that don't require an agent. Bots can also provide service in a customer's preferred language and/or outside of staffed hours, further improving the customer experience. These improvements can lead to increased customer satisfaction and loyalty, resulting in higher potential future revenues and a reduction in revenue losses due to customer churn.

Up to

**17%**Increase in Customer  
Satisfaction

## Reduced Training Costs

With Agent Assist, information is automatically delivered to agents in real time, eliminating the need to recall details from memory and allowing them to focus on the customer. This reduces training needs, saving the organization associated costs. Similarly, when ComputerTalk's AI-powered bots handle simple inquiries, agents don't need to waste training time on memorizing store hours or answers to frequently asked questions. They can let bots handle those ones and save their training time for more valuable topics.

Up to

**70%**Reduction in Training on  
Routine Information

Up to

**40-50%**Fewer Agents Required While Still  
Handling 20-30% More Calls

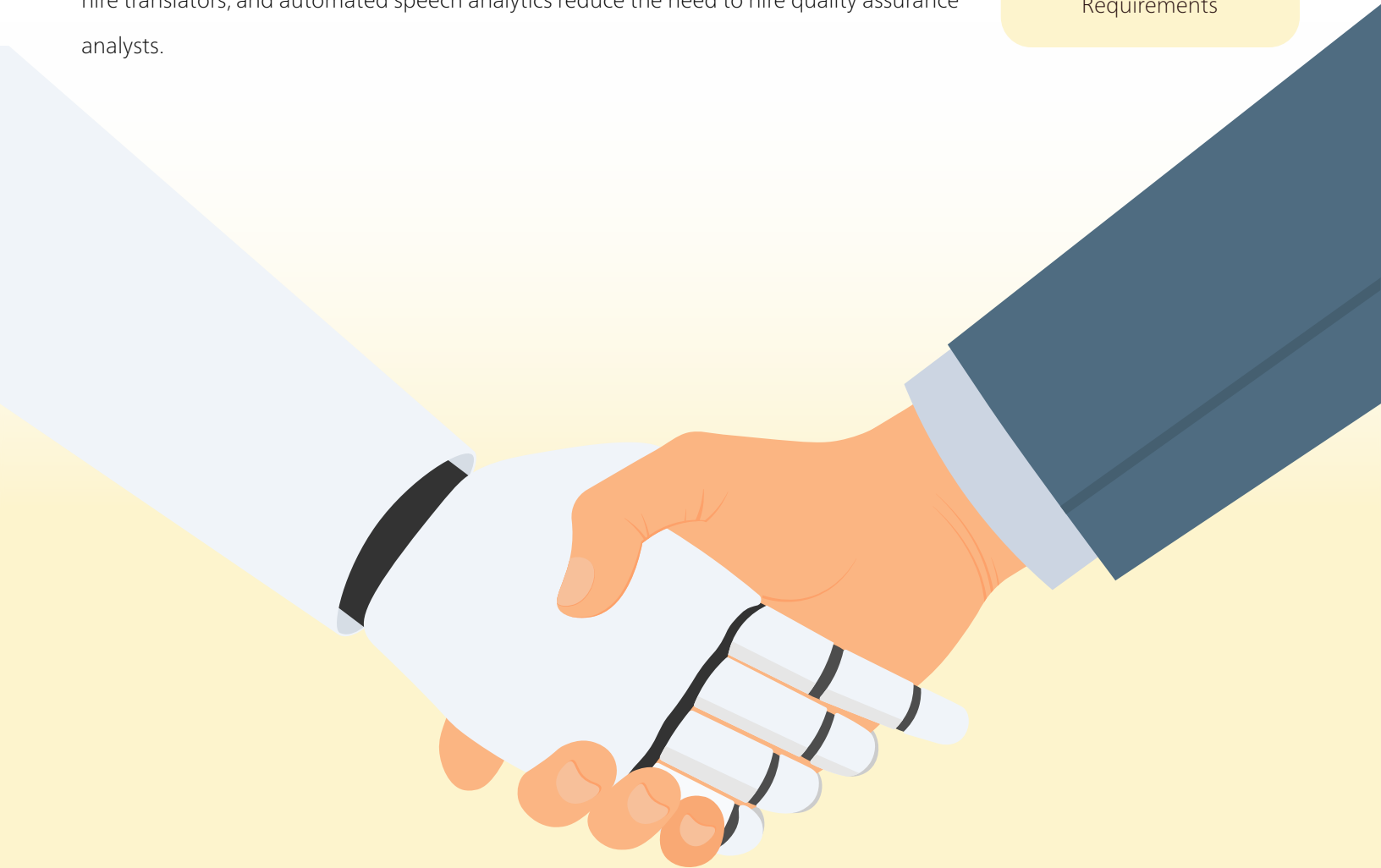
## Reduced Hiring and Staffing Costs for Agents

ComputerTalk's AI features empower agents to be more efficient, meaning each agent can do more in less time. These efficiency improvements, combined with the offloading of simple inquiries to bots, mean that organizations don't need to hire as many agents, saving them money on both regular wages and onboarding costs like training.

## Reduced Hiring and Staffing Costs for Support Staff

In addition to reducing the number of agents required in a contact center, AI can help reduce other staffing requirements. For example, text-to-speech reduces the need to hire voice talent for IVR menus; AI-powered translation and multilingual bots reduce the need to hire translators; and automated speech analytics reduce the need to hire quality assurance analysts.

Up to

**50%**Reduction in Staff  
Requirements

Up to  
**28%**  
Reduction in Negative  
Customer Interactions

### More Consistent Quality Assurance

Since ComputerTalk’s AI features can automate speech analytics, organizations can efficiently analyze 100% of interactions, rather than just a random sample. This helps ensure any trends or issues are caught as soon as possible, allowing organizations to address them before they lead to customer dissatisfaction or financial loss.

## Try it for Yourself!

Are you ready to see how ComputerTalk can use AI to improve efficiency and reduce costs in your contact center? [Request a demo today!](#)

**REQUEST A DEMO**  
[computer-talk.com/request-demo](https://computer-talk.com/request-demo)

## About Us

ComputerTalk is the developer of ice Contact Center. ice modernizes the call center with business application integrations, AI, and analytics across all communication channels, helping organizations deliver outstanding customer experiences. As a Microsoft Teams native contact center solution, ice allows users to handle all interactions within a single interface. Founded in 1987 and headquartered in Markham, Canada, ComputerTalk powers enterprise-class contact centers for organizations across the globe.



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