

YOUR AGENT'S NEW BEST FRIEND

# Why (and how) to say goodbye to manual notetaking forever

Do you look to your agents to provide a detailed accounting of what happens during each interaction?

A growing number of contact centers are turning to AI-powered solutions to automate the notetaking process with greater accuracy, making costly, manual agent summaries a thing of the past.

HERE'S WHY:



## AGENTS AND CUSTOMERS ARE FRUSTRATED

Manual notes take a lot of time, are costly, and are often inaccurate. When agents put callers on hold to take notes, AHT goes up. It's a frustrating experience for customers and agents.



**84%** of agents hate their desktop tools, saying they're not helpful in resolving customer queries.<sup>1</sup>

**69%** of customers would leave a brand after having to repeat their issue again and again.<sup>2</sup>

**53%** of agents who are stressed at work say they're likely to leave their job in the next 6 months.<sup>3</sup>



**74%** of customers would switch to a competitor that offered better CX.<sup>4</sup>



**71%** of customers say it's important for agents to be able to access and use their information, status, and updates.<sup>5</sup>

## CONTACT CENTERS ARE LOOKING TO AI FOR A SOLUTION

**52%** of contact centers say improving agent systems, tools, and resources is a top priority for AI.



**95%** of businesses say they're either currently using AI or plan to implement it in their contact centers.<sup>6</sup>



### A TOP 5 GOAL:

Contact center leaders say auto-summarization of customer interactions is a top 5 goal for using AI to improve CX.<sup>7</sup>

## HOW ENLIGHTEN AUTOSUMMARY IS CHANGING THE GAME

NICE Enlighten AutoSummary captures all relevant customer intents, actions, outcomes, and sentiment on 100% of agent interactions to quickly create richer, more complete narratives.

Combining purpose-built AI models for CX and generative AI for trusted results, Enlighten AutoSummary's scalable solution analyzes calls in real time so the next agent is armed with the context needed to ensure a seamless customer journey.



### BEFORE Manual agent note:

"CX James Smith 25854116585858/ concerned about missing pymnt/DM researched/no record in acc/informed not posted/prms cb"



### AFTER Enlighten AutoSummary results:

#### SENTENCE FORMAT EXAMPLE:

**Mr. James Smith** last contact about **Billing: Missing Payment** was **7 days** ago, had **negative** sentiment, and was not resolved. **Mr. Smith** was offered and declined a **bill credit** and was given a **promised callback**.

## THE ROI OF AUTOMATED SUMMARIES



### \$11.5 million in savings

by eliminating one minute of after-call work notetaking for a contact center with 500 agents handling 18,000 calls interactions per year



### 3.7x higher customer satisfaction score

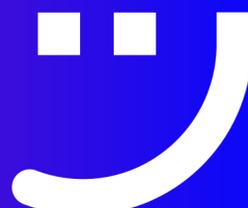
thanks to shorter interaction times and less dead air due to good notetaking



### Improved agent experience

due to removing a key source of frustration

Learn more about how Enlighten AutoSummary is alleviating inefficient, inaccurate manual notetaking to empower the next agent to deliver an exceptional experience.



[Learn more](#)

Enlighten AutoSummary is an AI-driven, automated notetaking solution that analyzes interactions in real time, combining industry-specific CX AI models with generative AI LLMs for trusted results.

<sup>1</sup> "Knowledge and Training: Peanut Butter and Jelly for the Customer Contact Center Toast." KMWorld.

<sup>2,5</sup> "The State of Customer Service and CX." Shep Hyken.

<sup>3</sup> "Customer Contact Executive Priorities in 2023-2024." Customer Management Practice.

<sup>4</sup> "Achieving Customer Amazement Survey Report." Shep Hyken.

<sup>6</sup> "Customer Communication And AI In 2023: Are You Ready For What's Next?" Forbes.

<sup>7</sup> "The State of AI in the Contact Center in 2023." ICMI, 2023.