

# [24]7 Agent Services

Lower cost per interaction and boost customer satisfaction with highly-skilled agents for every channel, aligned to your brand.

## Transform customer service with best agents, and leading technology

Customer service expectations today are higher than ever, and meeting them requires a strategic approach. [24]7 Agent Services is a leading BPO solution provider, offering highly-skilled chat, messaging, voice, and email agents who align to your brand's DNA and needs. We combine the brightest people with the latest technology to provide the best possible customer service, lowering cost-per-interaction while boosting customer satisfaction. With [24]7 Agent Services, you don't have to worry about hiring, training, or technology.

## Key Business Benefits



### Make personal connections

Our agents are aligned to your brand, trained to meet your customer needs, and empowered with journey context plus intent-prediction.



### Drive better results

We hire agents with core conversational skills, train them to align to your priorities, and arm them with information to outperform your goals.



### Optimize operational efficiency

Bring together insight and experience to improve customer journeys, reducing average handle time (AHT) and repeat contacts.

## Match agents to needs

We hire digital native, emotionally intelligent agents and align them to your brand. We train them to multitask for omnichannel needs—from conversationally skilled voice agents to digitally-savvy chat, messaging, and email agents. By understanding interactional nuances and reading between the lines, our agents make every interaction the best it can be.

## Bring out the best in people

It's not enough to train agents once. We offer ongoing enrichment and education, with daily feedback and coaching. From using emotional intelligence to handling complex scenarios, our agents operate at a higher level—which helps drive better outcomes for our clients.

## Ensure Flexibility with WFH Agents

Work from Home (WFH) is a key strategy for [24]7 Agent Services business continuity plans. It removes the single point of failure with a centralized service location and ensures seamless service for our clients and customers. Our home-based CX model enables us to quickly move agents to a WFH environment by issuing company standard equipment with the highest level of security and privacy software. Our WFH agents outperform with virtual learning, live monitoring, and various engagement programs.

## Product Features

FEATURE NAME	FEATURE DESCRIPTION	WHY YOU NEED IT
Highly-skilled, omnichannel agents	<ul style="list-style-type: none"> <li>• Voice agents trained in conversational skills</li> <li>• Handle complex interactions on their own</li> <li>• Digital natives for chat, messaging &amp; email</li> <li>• Understand textual nuance, read between the lines</li> <li>• Skilled multi-taskers, know digital shorthand</li> </ul>	<ul style="list-style-type: none"> <li>• Create a human connection</li> <li>• Help customers get things done</li> <li>• Reduce AHT and improve FCR</li> </ul>
Agent Training and Empowerment	<ul style="list-style-type: none"> <li>• Foundation &amp; process-level programs plus daily coaching</li> <li>• Agent connect mobile app gamifies continuous learning</li> <li>• SmartBytes keep agents up-to- date with fun snippets of info daily</li> <li>• Training for escalation management</li> <li>• Smart responses prompt ongoing learning &amp; streamline conversations</li> </ul>	<ul style="list-style-type: none"> <li>• Agents operate at a higher level</li> <li>• Able to manage complex scenarios</li> <li>• Meet your desired outcomes</li> </ul>
Optimize cost per transaction	<ul style="list-style-type: none"> <li>• Agent, technology, &amp; analytics work together</li> <li>• Lower support costs by driving efficiency &amp; effectiveness</li> <li>• Reduce repeat contacts</li> <li>• Optimize customer journeys</li> </ul>	<ul style="list-style-type: none"> <li>• Achieve greater overall cost savings compared to other BPO vendors</li> <li>• Boost customer satisfaction with better support</li> </ul>
Contact center locations	<ul style="list-style-type: none"> <li>• Onshore, off-shore, or near shore</li> <li>• Wide array of locations covering all possible client needs</li> <li>• 20 years' market presence and deep vertical experience</li> </ul>	<ul style="list-style-type: none"> <li>• Large talent pool plus language diversity</li> <li>• Ability to scale quickly to meet your needs</li> <li>• Very competitive cost-wise</li> </ul>
Fast deployment	<ul style="list-style-type: none"> <li>• In the market in 30 days with 80% of agents meeting goals</li> <li>• Training, assessment, and retraining when needed</li> <li>• Dedicated transition team</li> </ul>	<ul style="list-style-type: none"> <li>• Easily scale up for peak seasons</li> <li>• Meet tight timelines for new contact center opening</li> </ul>
Technology designed to accelerate resolution	<ul style="list-style-type: none"> <li>• Agents tag team with AI-powered platform to get more done</li> <li>• Customer journey context, intent-prediction, and recommended responses</li> <li>• Agents can stay focused while they multitask</li> </ul>	<ul style="list-style-type: none"> <li>• Simplify conversations to reduce frustration and boost CSAT</li> <li>• Streamline operations to reduce AHT</li> <li>• Blend the best of both world for better results</li> </ul>
Simplify audit & compliance needs	<ul style="list-style-type: none"> <li>• Documented compliance framework makes audits easy</li> <li>• Implement organizational regulations, policies, and standards</li> <li>• Think in terms of people, not technology</li> <li>• Be proactive and positive</li> </ul>	<ul style="list-style-type: none"> <li>• Enable corporate governance, enterprise risk management, and corporate compliance</li> <li>• Maintain compliance with all laws and regulations in a proactive, positive way</li> </ul>
Monitor & improve performance	<ul style="list-style-type: none"> <li>• Comprehensive performance management tools</li> <li>• Workforce optimization, quality, and service management</li> <li>• Analytics provide valuable insights</li> <li>• Identify gaps and optimize performance</li> </ul>	<ul style="list-style-type: none"> <li>• Create a personal, human connection by delivering superior service</li> <li>• Drive customer loyalty, retention, and long-term revenue</li> </ul>

## Better agents drive better outcomes

Our agents are tech-savvy, digitally-fluent, and trained to use artificial intelligence (AI) to their advantage. We match their skills to your needs and empower them with industry-leading solutions, including intent-prediction, journey context, and recommended responses. Plus, they're happy — which means they perform better.

Top-ranked vendor for

# 90%

of our clients

# 95%

agent retention and

# 90%

employee satisfaction

# 20+

years' experience in BPO excellence

## Optimize cost per transaction

Leveraging two decades of BPO experience enables us to achieve greater overall cost savings compared to other vendors. Our agents, technology, and analytics work together to drive efficient, effective support. Our goal is to reduce the need for repeat contacts by optimizing customer journeys and empowering agents. We also provide value journey mapping to identify and smooth friction points, improve intent prediction, and better position chat in common customer journeys.

## Empower agents

We arm our agents with advanced AI-powered tools and technology to help them streamline interactions and boost customer satisfaction. When a customer escalates from a bot, the agent gets the full context of the interaction so they can understand what the customer is trying to do and how they're feeling. Recommended responses, rich media capabilities, and automation combine to make conversations active, engaging, and effective.

## Happy agents, happy customers

We care about our agents—and that makes a real difference. We recognize and reward hard work, and strive to create a family-like atmosphere in an environment that enables self-fulfillment. We believe happy agents are the key to happy customers, and we're proud to boast 95% agent retention and 90% ESAT.

## Blend human and artificial intelligence

We began as a BPO company and evolved into a technology company. That's why we're able to provide a unique blend of machine efficiency and human insight that elevates interactions and outcomes. Our human and virtual agents work together to accelerate resolution, enabling consumers to self-serve and effortlessly escalate to a human agent when needed. This empowers companies to handle high volumes more efficiently, while also improving satisfaction.

## How to get started

Whether you're looking to outsource or extend your existing call center, [24]7.ai can match your needs today and tomorrow. We're the partner you can count on to outperform your goals. Contact us today.

## Contact us today

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## About [24]7.ai

[24]7.ai is redefining how artificial intelligence and human insight are combined to produce satisfying customer experiences. Our conversational AI platform predicts consumer intent to create frictionless interactions, across every channel, that strengthen relationships and increase brand loyalty, at the lowest cost per resolved conversation.

For more information visit: [www.247.ai](http://www.247.ai)