

[24]7 AGENT SERVICES

Help your customers get things done fast and outperform your goals.

[24]7 Agent Services aligns highly-skilled, digital-native agents to your brand DNA and needs to provide the best possible customer service. Lower cost-per-interaction and cost-per-conversion while boosting customer satisfaction—we promise to outperform your best site by 10% or more.

Give customers what they want

While customers today expect to have the option to self-serve, they don't want it to be their only option. What they really want is to be able to get things done quickly with the help of a knowledgeable and capable agent. That's why having the right agents is vital.

When agents help customers get things done quickly, customers:

STAY

7X More likely to stay

SPEND

8X Increase spending

RECOMMEND

8X Spread the word

Key Features

- Significantly better performance drives measurable value
- Optimize cost per transaction and boost CSAT
- Omnichannel agents trained for digital nuance
- Knowledgeable, skilled, and able to get things done
- In market in 30* days with 80% of agents meeting goals
- Technology designed to reduce customer and agent effort
- Smart responses streamline conversations
- Agents tag team with AI to accelerate resolution
- Multi-variant matching to meet brand culture and needs
- Daily feedback and coaching plus ongoing training
- Agent connect mobile app gamifies continuous learning
- Chat transcript analysis pinpoints intents, pain points, and opportunities
- Simplify audit and compliance needs
- Monitor performance improvement
- Available onshore, off-shore, or near shore

Key Business Benefits:



Superior Service

Agents matched to your brand and trained for your needs.



Smarter Engagement

Technology designed to help agents get things done faster.



Happier Customers

Our human approach leads to better outcomes for everyone.

*Actual days to 80%PPMG (percentage of population meeting goals) may vary between customers

Driving top results for our customers:

14%

reduction in AHT for large US telecom

80%

sales revenue increase for Australian telecom

103%

of goal within 1 week for large retail chain

Product Highlights



Reduce cost-per-contact

[24]7 Agent Services provides more efficient, effective support that helps to lower your customer service costs. By reducing repeat contacts, improving customer satisfaction and optimizing customer journeys, we achieve greater overall cost savings compared to companies that offer a marginally lower per-hour cost.



The human connection

In today's digitally saturated world, how do you create CX that stands out? By making it personal. While self-service is a must-have, for many issues customers still want the human touch. That connection is key to building brand value and elevating CX. It's how [24]7 Agent Services helps you drive loyalty, retention, and revenue.



Bringing out the best in people

We hire the right people, train them with the right skills, and arm them with the right tools and information to drive better outcomes—for your customers, and your business. From core conversational skills and emotional intelligence to managing complex scenarios, our agents operate at a higher level. We believe happy agents are the key to happy customers, and we're proud to say we've got over 95% agent retention and over 90% ESAT.



Blending human and machine intelligence

The [24]7 Platform enables agents to tag team with AI to do more and get better results. Agents work alongside bots, and are supported by our AI-powered platform which provides customer journey context, intent prediction, response recommendation, and the ability to multitask without losing focus. It's the best of both worlds.



Maximize your results

[24]7.ai brings together the insight and experience you need to achieve operational excellence on the one hand, and improve customer facing journeys on the other. It's what McKinsey calls "the multiplier effect." From workforce optimization to value journey mapping, we pull all the levers to help you get the most out of your agents' time. That's why we're ranked #1 with 90% of our customers.

How to get started

Whether you're looking to outsource or extend your existing call center, scale customer service quickly around a particular event, or add a new vendor for healthy competition, [24]7 Agent Services has a framework to match your needs—today and tomorrow. We're the partner you can rely on to tame the digital future.

Locations around the world

Outsource or extend your contact center to our industry-leading agents—onshore, offshore, or nearshore. Wherever our agents are located, they're well-versed in your brand culture, digitally fluent, and ready to connect with your customers.

8 centers
5 countries
10,900 agents



CROSS-CHANNEL

- Agents for voice and digital
- Agent operations drive efficiency for each channel

OMNICHANNEL

- Hybrid agents
- Agent training and operational efficiencies across voice and digital
- Technology to support omnichannel responses
- Optimize by channel

UNIFIED-CHANNEL

- Unify customer service
- Agent and automation team to get things done
- All digital channels intertwined
- Optimize by journey

To learn more about how [24]7 Agent Services can help you outperform your goals, [contact us today.](#)

Let [24]7.ai help your organization achieve extraordinary results. Contact us today.

www.247.ai

USA +1 855 692 9247

CA +1 866 454 0084

queries@247.ai

UK +44 0 207 836 9203

AUS +61 2 90025780

About [24]7.ai

[24]7.ai is a customer experience software and services company that is redefining the way companies interact with consumers. We help businesses attract and retain customers, and make it possible to create a personalized, predictive, and effortless customer experience.