

# Deliver Better CX with GenAI-Powered Agent Assist

About 83% of customers prefer to connect live with contact center agents, yet agents spend nearly 40% of their time away from customers doing tedious, routine work. AI-powered capabilities like Agent Assist empower your contact center agents to be more attentive to customers, with real-time intelligence and automation.

## Customers Have Increasing Expectations



36%

of customers say agents who lack the knowledge to resolve their issue is the most frustrating aspect of customer service<sup>1</sup>

## Improving CX Starts with Your Agents

Companies using agent assist see a 16% improvement in customer satisfaction<sup>2</sup>

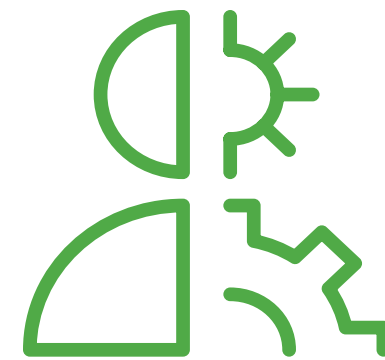
16%



## AI Is Now Integral to Great CX

80%

of service decision-makers believe AI is most effective when deployed with, rather than in the place of, humans<sup>1</sup>



## Shift the Focus to Customers



Agent assist technology helps agents reduce their ACW by up to 40%<sup>3</sup>

40%

## Deliver Personalized CX



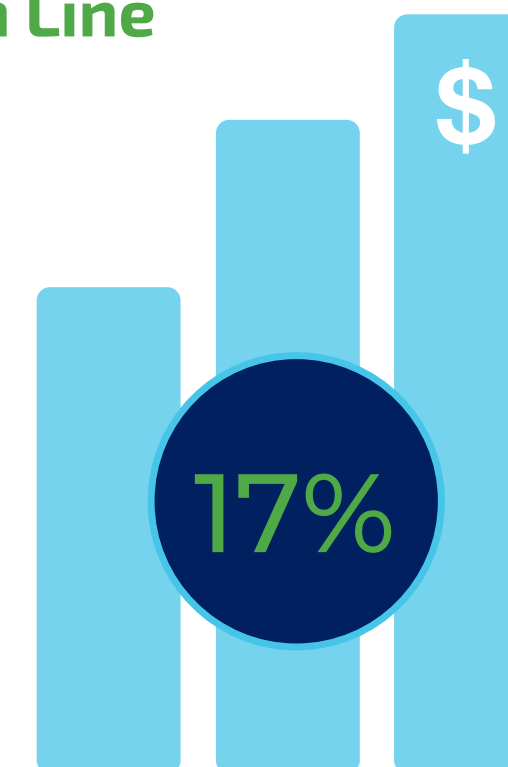
Use of agent assist results in a 27% reduction in average handle time<sup>4</sup>

27%



## Boost Your Bottom Line

Agent assist helps companies increase revenue by 17% on average<sup>5</sup>



Learn how you can achieve your unique business goals with Agent Assist & Wilmac Technologies.

## About Wilmac Tech

Wilmac Technologies is a premier global provider of sales, professional services, and support for the world's most widely used Customer Experience & Data Management technologies. Through its own development, partnerships, and leading vendors, Wilmac is committed to providing customized solutions for every customer, regardless of industry type or business size. Wilmac Technologies serves communications centers across North America including contact centers, trading floors, and 911 centers.

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<sup>1</sup> "2022 Customer Service Index," Five9, December 2022.  
<sup>2</sup> "Agent Assist Is Golden for CX Operations," Metrigy, December 2023.  
<sup>3</sup> "TruConnect Leverages AI to Reduce Costs and Optimizes Costs," TruConnect, July 2023.  
<sup>4</sup> "AI Delivers Measurable Value for CX," Metrigy, December 2023  
<sup>5</sup> "Agent Assist Is Golden for CX Operations," Metrigy, December 2023.