

Case Study

SupportPredict Agent AI with Bots Helps Retail Client's New Agents Reach Proficiency Faster During Surge

The Challenge

Unexpected 300% surge in customer call volume presented new problems:



Harder to maintain high standards of customer care



Need to respond quickly to large increase in sales opportunities



Discrepancy between existing staffing levels and high call volume

The Outcome

Adding 150 new agents, a 75% staff increase, made it possible to handle a 300% jump in call volume.

Other outcomes included:

≡ **80%** Reduction in new-hire training time

≡ **12%** Reduction in six-week average handle time for inbound sales calls

≡ **7%** Growth in average cart value due to upsell prompts

≡ **16%** Increase in overall sales



Nearly **\$100K** savings in training costs

The Initiative

A fast-ramp strategy to meet surging demand and expedite speed to proficiency included:



Accelerated recruiting and onboarding



Customized application build of SupportPredict Agent AI with Bots for sales training



Integration of SupportPredict to collect and analyze customer profile data and prepare individualized customer recommendations



Use of performance analytics in agent monitoring to identify coaching opportunities