The Value of AI-Based Transcriptions and Summarizations in CX

Metrigy's AI for customer experience research shows significant use of these technologies to drive agent efficiency, and more.
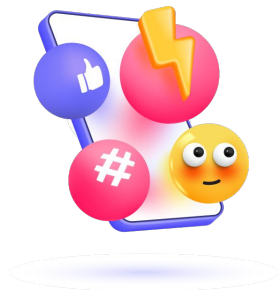
AGENTS SAVE

35%

in after-call time with generative AI summarizations, **going from 16.2 minutes to 10.4 minutes**
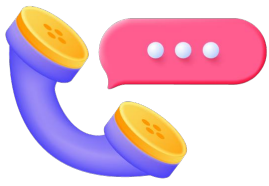
How it works

Agents review and clarify interaction summaries

AI places summaries in the customer data record

The agent or AI transfers action items into tasks for the appropriate people or teams

49%

of companies are using generative AI to summarize customer calls

49%

cite AI transcriptions as a technology helping them contend with agent staffing shortages

3 paths to value for real-time transcriptions:

1. Improved understanding leads to quicker agent response, with greater accuracy

2. Reviewing call transcripts can help new agents get up to speed quickly

3. Analyzing transcripts can help supervisors identify where any agent needs additional training

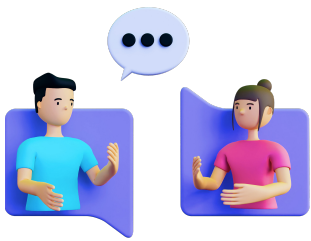## **2 benefits** of AI analytics and summarizations for supervisors
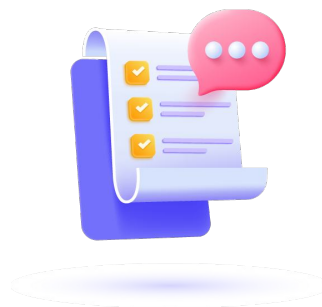
66%
Better quality management

47%
Improved agent training/coaching

80%
of consumers want interaction summaries for their recordkeeping

54%
of companies rely on AI summarizations of open-ended feedback for Voice of the Customer Programs

Set your contact center up for success

Uncover more insights and tips. Watch the conversation with Robin Gareiss, CEO and Principal Analyst at Metrigy, and Amy Roberge, Head of Global Contact Center Engineering at Zoom.

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