zendesk

The benefits of adopting AI-powered Workforce Engagement Management solutions

With the latest advancements in artificial intelligence, customers around the world now expect companies to deliver better, higher quality customer service experiences. And, while companies understand the importance of customer service as well as its impact on customer retention and overall profitability, many of them lack the tools to take their customer service centre to the next level.

1. The majority of CX leaders struggle to manage their agents effectively

66% of CX leaders report that their organisation is facing challenges in transitioning from an operational to a strategic approach in agent management.

61% of CX leaders identify a lack of necessary software/ tools as a barrier in their transition towards strategic agent management.

69% of CX leaders say that forecasting future labour requirements accurately remains a significant challenge.

Discover the benefits of using Zendesk's Workforce Engagement Management (WEM) solutions, including Zendesk Workforce Management (WFM) and Quality Assurance (QA) to enhance the quality of your organisation's service operations.

2. Zendesk WFM helps organisations manage costs

Zendesk WFM users have reported **reducing overtime costs by up to 80%**

80%

Zendesk WFM users have reported to have **reduced labour costs by up to 7%**

7%
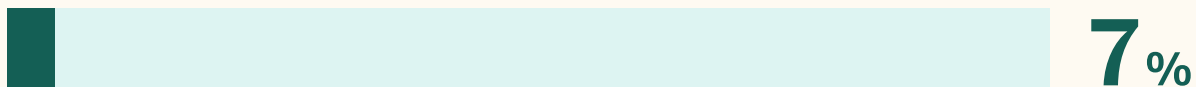
3. Investigating in a WFM solution enables agents to be more productive

18%

Zendesk WFM users have reported **increasing agent productivity by up to 18%**

70%

Zendesk WFM users have reported **decreasing scheduling time by up to 70%**

4. Cutting time spent on manual tasks with AI-powered automations

Zendesk QA users cut **time spent on quality assurance down by 70%**

70%

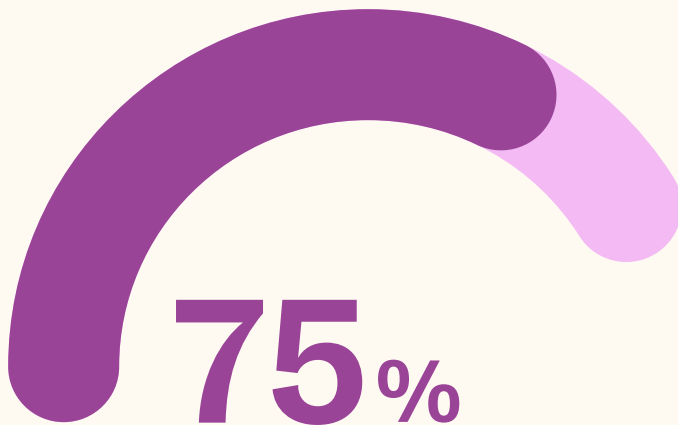Zendesk WFM users have reported **decreasing scheduling time by up to 70%**

70%

5. Companies see their agents onboarded faster with Zendesk QA
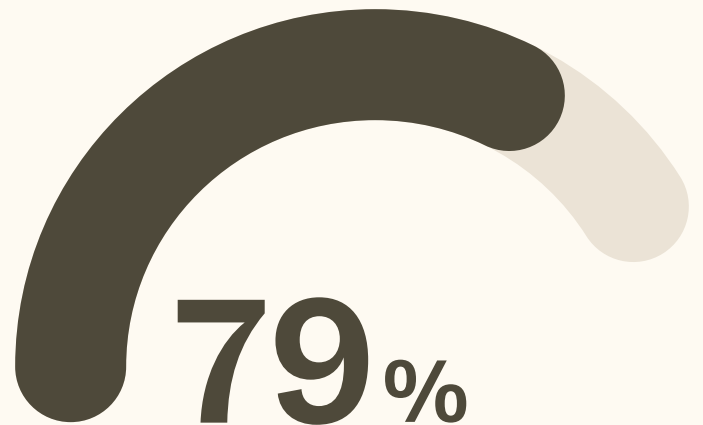
Onboard new support reps

2x faster

6. With most organisations seeing positive ROI after investing in strategic tools, many more plan to increase their budget.

75%

who already use more strategic tools witness a positive ROI.

79%

CX leaders plan to increase their budget for more strategic workforce/agent management tools.