

# Customer Experience

## Fast Facts



1

Americans spent over **900,000,000 minutes on hold** in 2022

The Black Box CX consultants have solutions, strategies, products, and journey-mapping exercises that can reduce or eliminate hold times for your customers.

2



More than **53%** of agents say they may **leave their current organization within 6 months**

Our CX consultants can work with your team and discuss multiple ways to deflect volume, allowing agents to deal with less stress.



3

Only one in three agents is actually **engaged with your clients when on a call**

We can introduce you to tools that bring new agents online and up to speed quickly, allowing them to support customers much sooner than the current training programs.

4



IT teams have no way of looking at the **remote agent work environment**

Talk to our Black Box CX consultants about extensive full-stack, end-to-end CX analytics capabilities.



5

80% of Contact Center employees confirm **AI improves their productivity**

Artificial Intelligence tools provide immediate access to answers specific to your brand. Let the Black Box team open the door to the world of AI Agent Assistance.

6



Mishearing on customer calls costs contact centers over **\$300MM per year**, with the **average cost** of repetition on calls running at **\$0.33 per call**

The detrimental effect on both agents' and customers' experiences and a contact center's bottom line can be mitigated, and Black Box can help you here.



7

Many Contact Center Managers indicate that the **centers are understaffed**

Explore ways Black Box CX Consultants can help alleviate problems of understaffing through the latest developments in AI capabilities.

8



In today's digital age, **customers** want to be able to **connect with businesses** on their own terms, whenever and wherever they want

Explore the benefits of multi-channel customer support for your business. Whether adding on to current technology or moving to the cloud, Black Box CX consultants have the experience and technology partners to help you succeed.



9

When it comes to responding to **top CX trends**, **businesses with cloud-based call center solutions** have a competitive edge over those using **flexible technology**

Our CX Consultants know how to leverage that secret to your advantage. Contact us today.

10



**81%** of organizations already cite **CX** as a competitive differentiator

Don't wait until your customers find a better customer experience elsewhere, stay ahead of the curve and talk to a Black Box CX consultant today.

