EXP+ **Engage**
Sitel® Agent Task Automation

Make your agents more productive by minimizing the time spent on after-call work.

Leverage Advanced AI to Increase Efficiency and Effectiveness

How can you increase data-entry accuracy while also maximizing agent efficiency?

Real-time interaction analytics make it possible to relieve agents from the burden of repetitive and mundane tasks, allowing them to focus their attention on driving customer satisfaction and improving your data accuracy.

Automate Data-Entry Tasks
Leveraging artificial intelligence (AI) to complete essential data-entry tasks, such as completing call logs and summarizing calls, drives agent engagement by eliminating repetitive and mundane tasks, empowering your people to focus on delivering a superior customer experience (CX).
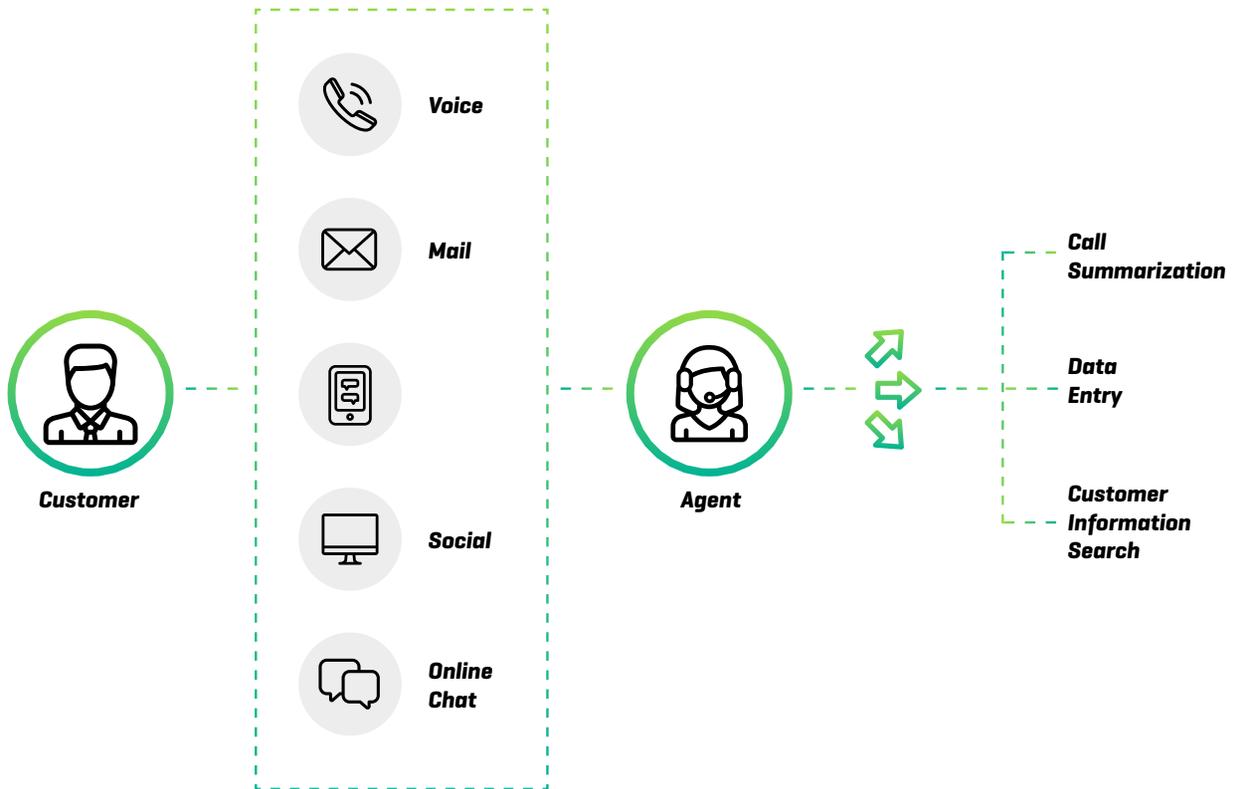
Reduce After-Call Work
With less time spent on administration, agents focus more of their time on the customer and their needs, creating stronger emotional connections.

Create Emotional Connections
With less time spent on administration, agents are able to focus more of their time on the customer, driving satisfaction.

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Reduce Repetitive Tasks

Customer

Voice

Mail

Social

Online Chat

Agent

Call Summarization

Data Entry

Customer Information Search

Measurable Results

85%

Data Accuracy Rate
Contact data is automatically recorded in real time, reducing the need for manual data entry.

50%

Reduction in After-Call Work
Automation means agents spend less time with tasks post calls.

Source: Sitel Group® Data, 2019-2020

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