

Calculate Your Workflow Automation Savings

Streamline and supercharge your operation in the cloud with Five9 Workflow Automation by eliminating repetitive tasks and automating complex processes for breakthroughs in efficiency and consistency.

You are the expert when it comes to your contact center operation. What do you want to automate? Pick something and use our workflow automation savings calculator to find out what you could potentially save. Below are some tips that may help you find good automation opportunities in your contact center:

- Get input from your front line staff. Agents may be tolerating manual processes that are tedious and/or time-wasters. They may experience breakdowns in end-to-end processes that burden customers with multiple contacts (or attempts!) to achieve resolution.
- Look for areas where “tribal knowledge” is prevalent. Good



clues to look for are areas where new hires consistently struggle or where agents frequently consult with peers or the help desk.

- Are there processes in place that proceduralize "double checks"?

Ask yourself why someone needs to double check things. It could point to processes that are not followed consistently or universally

understood.

- Talk to the people who write process documents, handle escalations, or perform training.

They might be able to provide input on areas where they've instituted "work arounds" to address known gaps.



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