WOULD A ‘SOLVE BUTTON’ HELP AGENTS?

Imagine you had a “Solve” button on your desktop that gets you quickly to answers or starts guiding your conversation or service process with the customer step by step? At the same time, the button would reduce the need to access multiple systems to do your job. How would you rate the value of such a button on your desktop?

86% of agents say it would “make their job easier” and “help them significantly.”

THE SOLUTION

Agents overwhelmingly support a Solve button on the desktop that will assist them in finding answers.

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