

Contact Center Outlook



Contact through Cloud

27%
Cost decrease annually in Cloud-based contact centers

80%
Businesses utilize virtual agents in some form

334%
Increase (\$155 Billion) expected since 2008 in Cloud Computing spend

35%
Overall improvement in uptime experienced

New Customer Service Strategy



Contact channels apart from phone account for more than **30%** of customer service engagements.

13% Dissatisfied customers tell over 20 people about their bad experience.

Data Crunching



90% World's Data was created in the last two years.

Businesses have found success managing their "Big Data" through SaaS integrations, reporting and analytics, and also Edge Computing.

Self-Service and Call Automation



85%

Customers will interact with a company without interacting with humans

91%

Say they will use a company's online knowledge base for customer service needs

59%

Calls require identity verification but just 3% are handled entirely through automated processes

27%

Total call experience through IVR

55%

Consumers preferred automated self-service in the last five years

References

- <http://blog.vpi-corp.com/blog/performance-optimization-2/40-stats-shaping-the-future-of-contact-centers>
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- <https://www.zendesk.com/blog/tip-of-the-week-a-thriving-help-center-a>

