Intelligent Virtual Agents

What you need to know

Customer service leaders know that self-service traditional Interactive Voice Response (IVR) and new AI-powered Intelligent Virtual Agents (IVA) can drastically cut contact center costs. When implemented correctly, IVR and IVAs can boost customer satisfaction (CSAT) at the same time too.

In the simplest terms, an IVA is an automated version of a customer service agent. IVAs can have intelligent conversations with customers and respond accurately to their questions, freeing customer service agents to handle more complex tasks.

IVAs can authenticate customers automatically and interact with them securely to ensure PCI compliance, so customers can trust you with their sensitive payment information. They can even provide details about an order, update or cancel items, and arrange a refund when necessary.

IVAs can also sense if customers are frustrated and transfer them to a live agent, if necessary. This technology resolves customer service issues, fast. And reduces your most expensive contact center operational costs - live agents.

Boost Trust

PCI-compliant IVAs can join calls to accept and mask sensitive payment details while the agent remains on the line to maintain a cohesive customer experience.

Resolve, Fast

According to Gartner, effective self-service is the key to reducing live agent interaction volume, which cost 80X to 100X more than a fully self-service fix.

Slash Costs

Beyond 2022, Gartner forecasts that IVA usage will soar further, predicting that these bots will reduce contact center agent labor costs by as much as $80 billion USD in 2026.

Surveyed service leaders report that as much as 40% of today's live volume could be resolved in self-service channels, according to Gartner.

How to improve CX with IVAs

→ **Extended Support**

IVAs improve your customer experience by offering 24/7 support. This enables customers to resolve their issues at any time of day, even outside your normal business hours.

→ **Improved productivity**

As IVAs authenticate callers and understand their intent, they can resolve issues without ever speaking to a live agent. This lowers costs and boosts efficiency and productivity.

→ **Better experience**

IVAs allows your customers to resolve their issues, fast. Combine extended support with improved First Call Resolution (FCR) for a much, much better customer experience.

> Contact centers using IVAs reported annual improvements in first contact resolution rates 2x greater than those without IVAs.
> **ABERDEEN, 2019**

As your partner in performance, productivity, and empowerment, Sharpen delivers better outcomes: better outcomes for customers, agents, and your business. Our contact center platform is intentionally designed and masterfully engineered for a seamless, intuitive experience across the board for a CX difference you can see—and feel.

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