

# Utilizing an IVA to Reduce Agent Talk Time

In recent years, the use of intelligent virtual agents (IVAs) has become increasingly popular in a wide range of industries. These agents, powered by artificial intelligence, are capable of engaging in human-like conversations with customers, providing assistance and support around the clock. One of the key benefits of using an IVA is that it can significantly reduce talk time, which can have a number of positive effects on both businesses and their customers.

## Why reduce talk time?

Talk time refers to the amount of time that a customer spends interacting with a customer service representative or agent. For businesses, reducing talk time is important for several reasons. First and foremost, it can help to improve efficiency and reduce costs. When customers spend less time on the phone or in chat conversations, businesses can handle more inquiries with fewer agents, allowing them to save money on staffing.

In addition to cost savings, reducing talk time can also lead to higher levels of customer satisfaction. Studies have shown that customers are more likely to be satisfied with their customer service experience when they feel that their issue has been resolved quickly and efficiently. By reducing talk time, businesses can ensure that their customers receive the support they need in a timely manner, which can improve customer loyalty and retention.



### Reducing talk time can:

- Improve efficiency
- Reduce costs
- Increase customer satisfaction
- Increase customer retention

## How it works

One of the main ways that IVAs help to reduce talk time is by providing self-service options for customers. For example, IVAs can be used to answer frequently asked questions, provide basic troubleshooting assistance, and guide customers through common processes like setting up an account or making a purchase. By automating these routine tasks, businesses can free up their human agents to focus on more complex inquiries, further improving efficiency and reducing wait times.

Another way that IVAs can reduce talk time is by leveraging their natural language processing capabilities to quickly identify caller intent and other relevant caller information and transfer the caller to a human agent with context. Unlike human agents, who may need time to ask the caller for information or search through customer data, IVAs can instantly access relevant information and quickly transfer it to a human agent. This can help to resolve customer issues more quickly, further reducing talk time and improving customer satisfaction.

## Conclusion

In conclusion, the benefits of reducing talk time with an intelligent virtual agent are clear. By leveraging the power of AI, businesses can improve efficiency, reduce costs, and provide better customer service experiences. Whether through self-service options or advanced natural language processing capabilities, IVAs are an essential tool for any business looking to stay competitive in today's fast-paced digital landscape.

## Get a free proof of concept

To learn more about how an IVA can help you and about Verascape's 30-day proof of concept, visit [verascape.com](https://verascape.com).