

Connected Customer Conversations

The Many Paths a Question May Take



Use this infographic to see an example breakdown of tickets resolved by automation and agent-assisted channels.

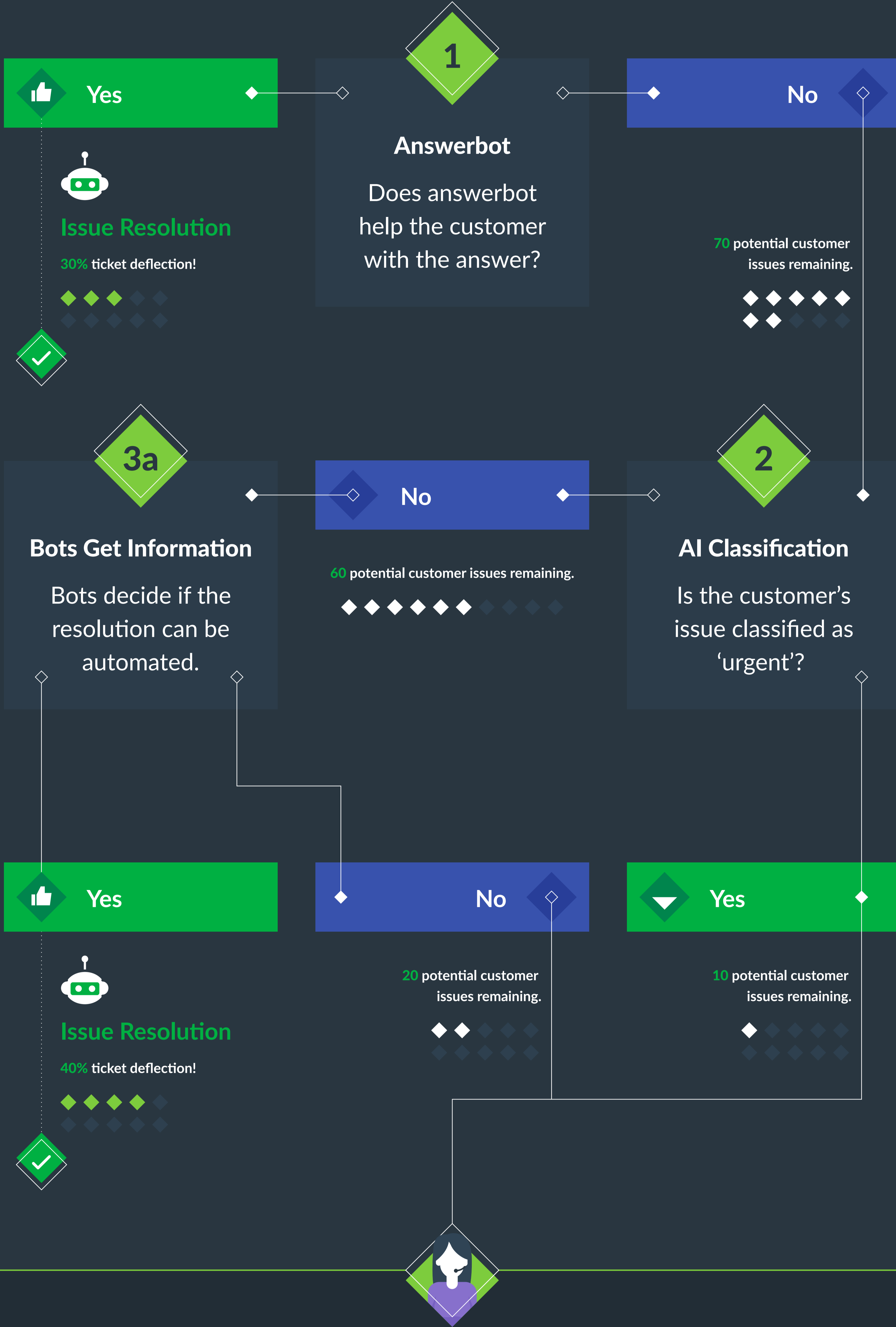
With sophisticated automation, customers:

- ◆ Never have to wait on hold
- ◆ Can often self-serve and resolve their issues without an agent
- ◆ Have quick access to escalation agents for urgent issues

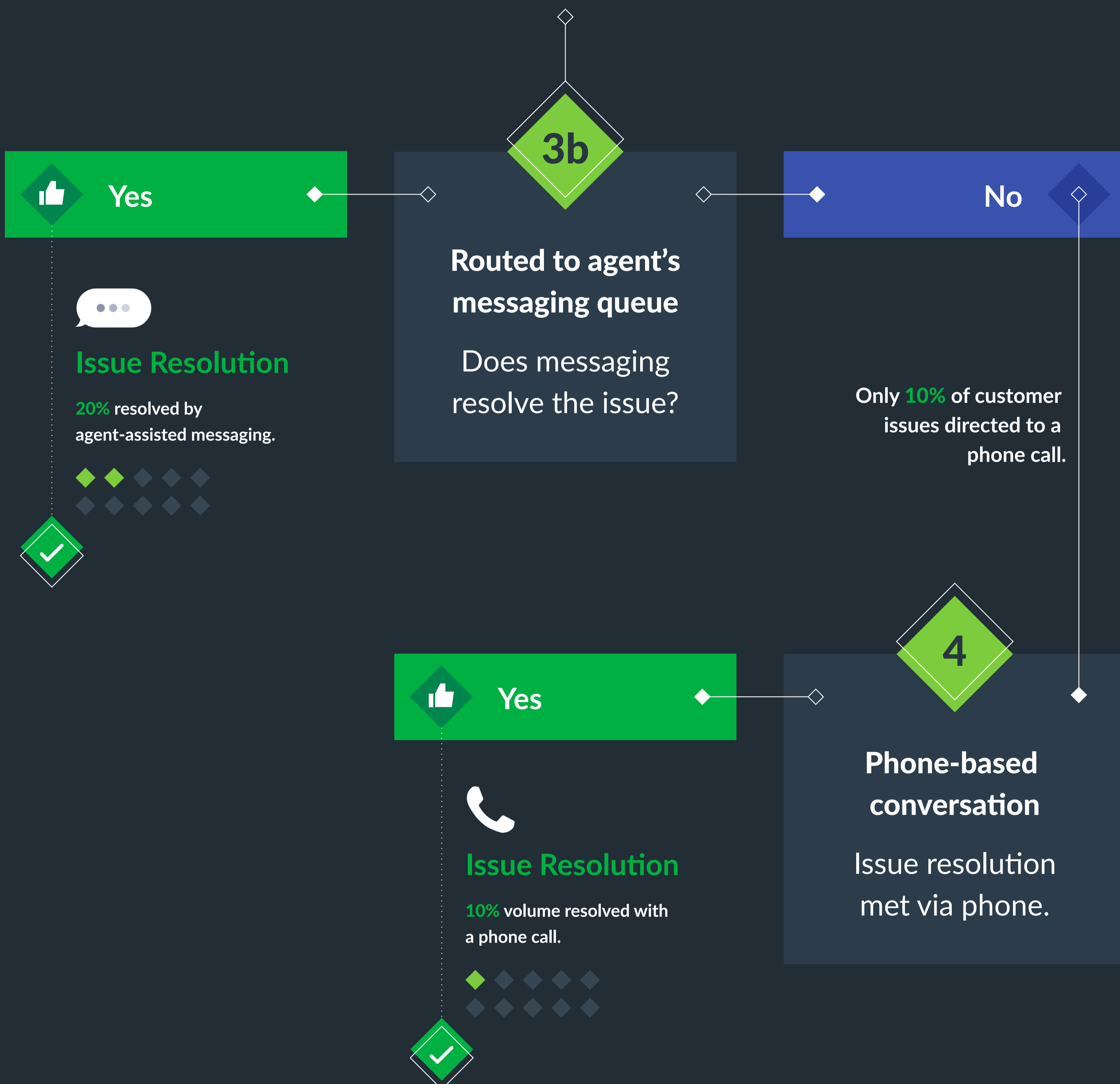
Start with **100** total incoming customer issues



◆ = 10 potential customer issues



Bot transfers remaining **30%** of issues to agents



Results:

As seen in Forrester's "How to Modernize Digital Customer Self-Service," an example Helpshift customers see:



deflection of inquiries with self-service



of remaining inquiries handled by chatbots



of remaining inquiries handled by a combination of agents and chatbots

Give your customers the support experience they deserve.

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