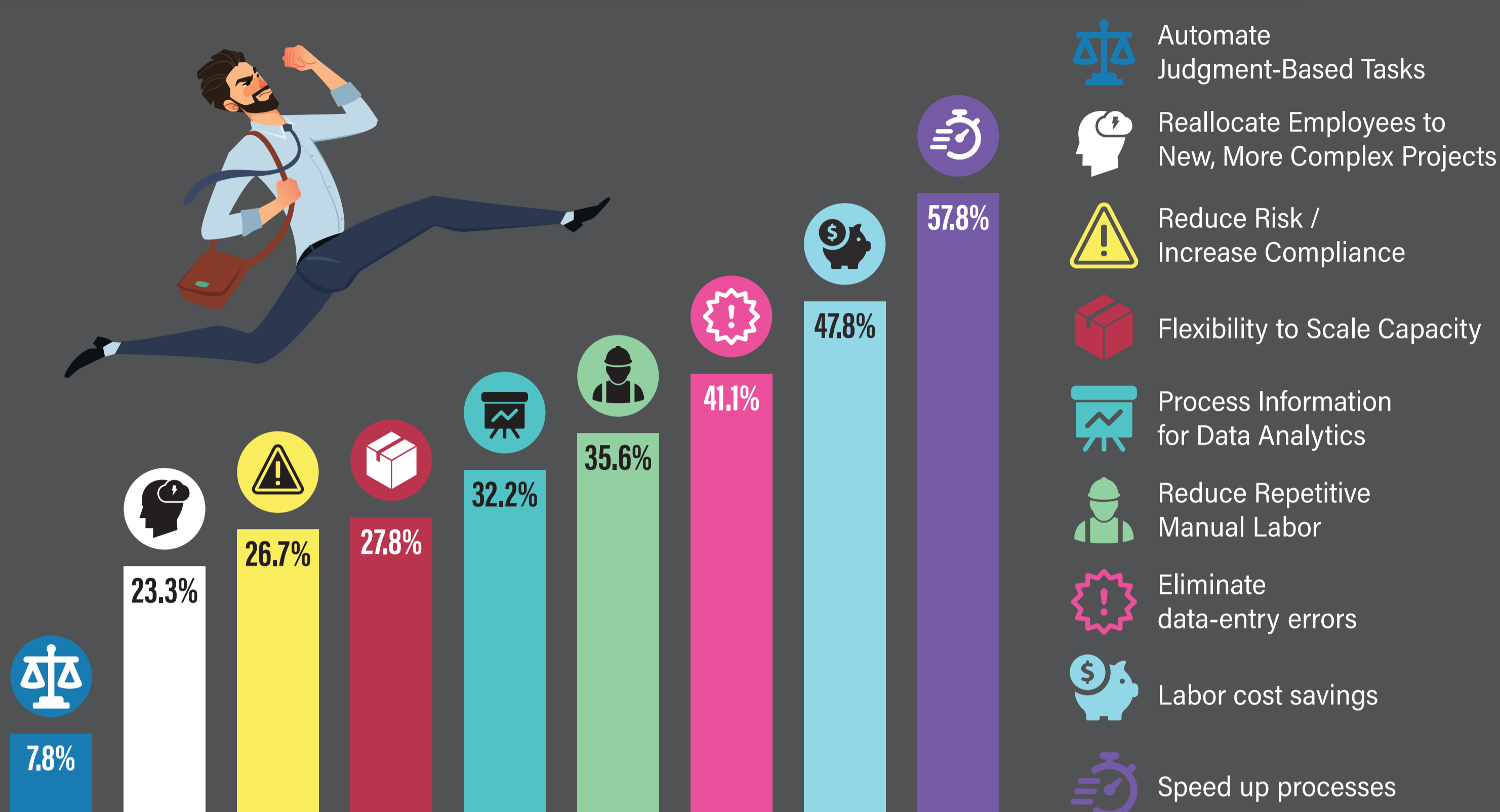


ARE YOU BUDGETING & PLANNING TO IMPLEMENT RPA IN YOUR CONTACT CENTERS IN 2020?

According to Gartner, **less than 10% of enterprises have adopted RPA (Robotic Process Automation) today**, but that number is projected to **grow to 40% by 2020 alone**. We wanted to know if customer service organization and contact center service groups are ready to jump on the bandwagon.

We took a quick poll of nearly 100 business leaders to ask if their businesses are using RPA in the real-world right now and what the benefits and challenges are.

TOP REASONS FOR EXPLORING RPA IN CONTACT CENTER PROCESSES



Is RPA ready for primetime adoption for customer service & contact center organizations?

Is your company using RPA to accelerate digital transformation efforts in contact centers in 2020?

We've tried RPA and the results weren't as promising as expected

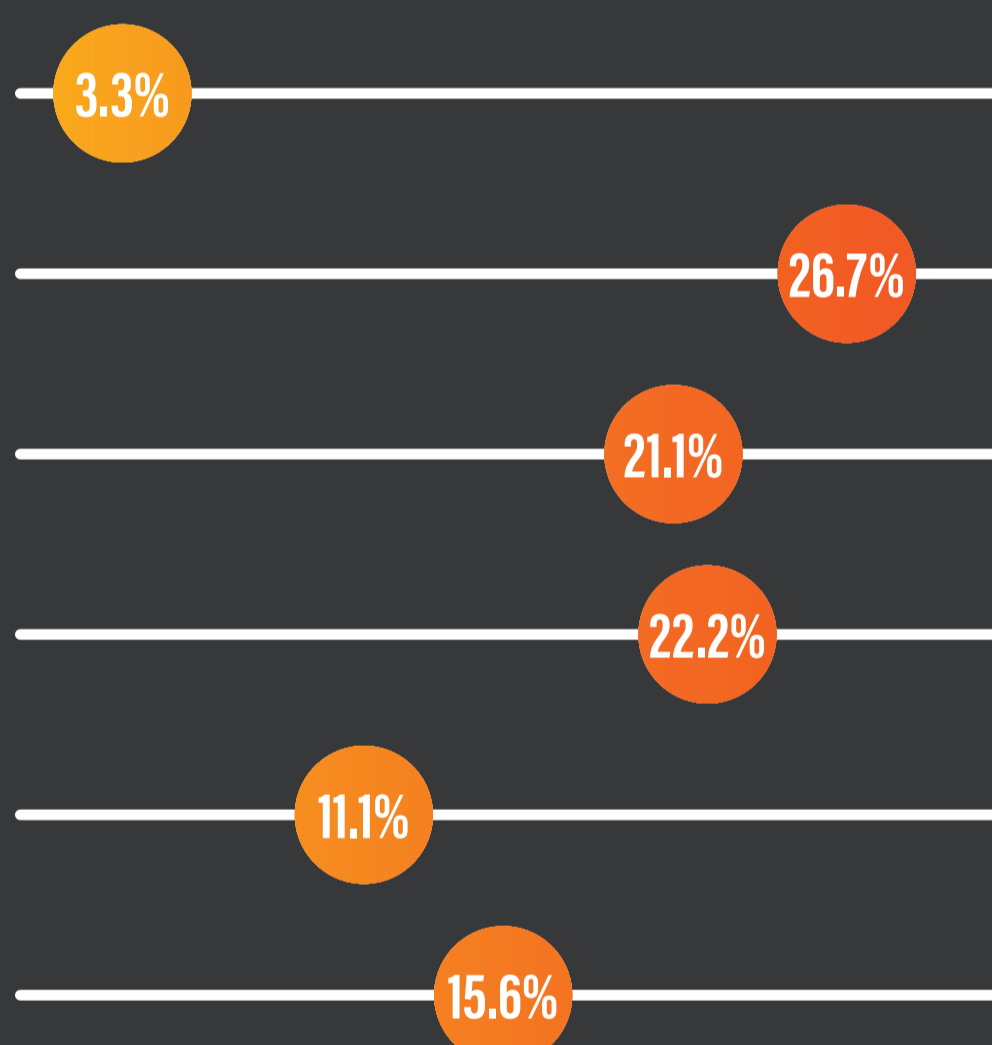
We're automating processes and will find new areas to use it in 2020

We've done a Proof of Concept (POC) / pilot and will move forward in 2020

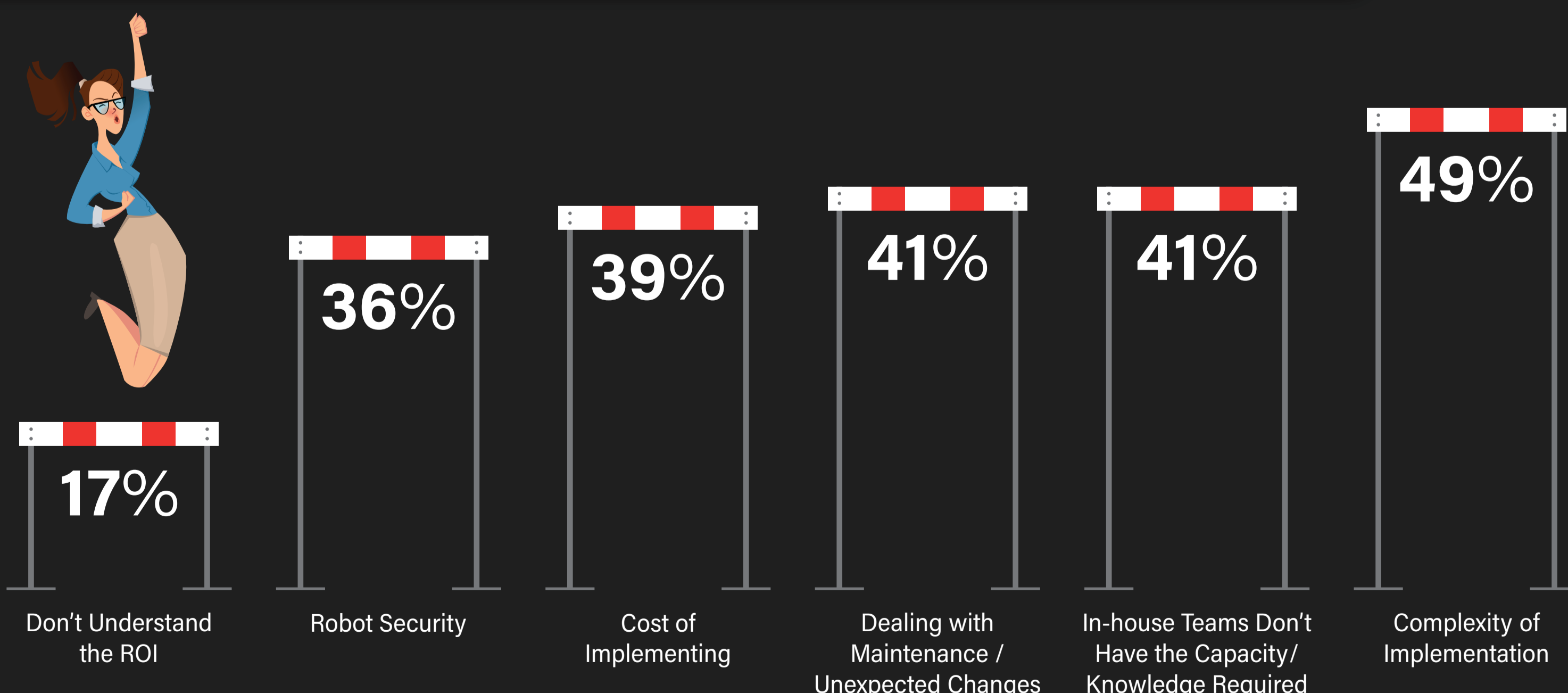
We'll do a Proof of Concept (POC) / pilot project in 2020

We're considering RPA but won't be ready to test it in 2020

We're still just trying to understand what RPA is



HURDLES TO IMPLEMENTING RPA IN CONTACT CENTER PROCESSES



Good customer experience management and happy contact center agents drive profitability and long-term success for any business. It's clear that automation can enhance quality and effectiveness, reduce risk and speed up processes, but there are still some challenges to overcome in 2020.