



BECLOUD
Solutions for innovation

A 1.5 seconds impact:

How the
AI Teleprompter
is revolutionising
Average Handling Time

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The competitive landscape by the numbers

Modern Contact Centres face a dual challenge: **rising operational costs** driven by data complexity, and **increasingly demanding customers**. Data analysis reveals a structural bottleneck: the more information flowing through systems, the longer response times become.

System Friction

82%

of agents navigate **up to 5 or more different applications** during simple customer interactions.

Financial Impact

\$ 2.1m

estimated average annual loss due to **operational inefficiencies** and **disjointed data searches** in organisations with 150+ agents





3 operational hurdles

Data & impact

The Bottleneck? 60% of total call duration (Average Handling Time) is swallowed up by non-value-added tasks, such as manual Knowledge Base searches and system data entry.

The inefficiencies of traditional Contact Centres directly impact the bottom line across **3 key global metrics:**

AHT out of control

+30%

Increased handling times caused by data silos across CRMs and legacy ticketing platforms

Logistics & Onboarding

4.5 Wks.

Average time required to train a new agent due to the sheer complexity scripts and regulations.

Non-compliance risks

€ 1.2 m

Average maximum fine imposed for non-compliance or failure to deliver mandatory legal disclosures.



AI Teleprompter

High-performance architecture

Integrating our AI Suite with the BeInContact platform cuts through these complexities. By **centralising your data** and leveraging our brand-new AI Teleprompter, you can **eliminate human error entirely**.



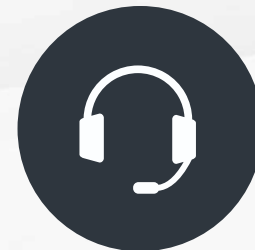
Built-in functionalities



LIVE Suggestions: real-time prompts & info suggested instantly during customer interactions.



An Integrated Knowledge Base: immediate access to company resources to eliminate manual search.



Continuous Agent Support: boosting speed, consistency and precision in every response.



Business Impact

The benefits of AI integration



Average Handling Time

Up to 320 seconds

Up to 208 seconds

-35% (Time saved)

First Contact Resolution

Up to 65%

Up to 81%

+19% (immediate resolution)

Compliance accuracy

Up to 88.4%

Up to 99.9%

-81% (training costs)

Customer Satisfaction

3.8 out of 5.0

4.6 out of 5.0

+11.5% (zero fines)



GenAI & AI Suite

Driving economic value within CX



Increase in global productivity



Reduction in operational costs



The impact over Customer Life Value (CLV)

An immediate increase of first contact resolution translates directly into stronger loyalty on the long run.

Reduction of Churn Rate to 15%



Industry applications & use cases



Utilities & Energy

Spikes in AHT caused by massive call volumes regarding billing disputes?

The AI Teleprompter **instantly serves up the approved compliance script** the moment it detects keywords like "anomalous bill" or "price hike".



Telco & Subscriptions

High customer churn rates triggered by aggressive competitor offers?

The AI Teleprompter **suggests the most effective retention strategy as soon as it detects negative sentiment** or an explicit request for a "migration code".



Industry applications & use cases



Finance & Insurance

Risk of heavy regulatory fines due to missed or incorrect legal disclosures?

The AI Teleprompter **displays the exact legal text required**, highlighting mandatory sections for verbal contracts.



Retail & E-Commerce

Shopping basket abandonment or complaints about delivery delays?

The AI Teleprompter **provides the agent with exact tracking updates** and **pre-approved refund notes** the second the system detects phrases like "lost parcel" or "not delivered".



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