



**BECLOUD**  
Solutions for innovation

*A 1.5 second 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**.



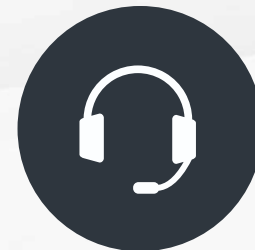
### Built-in functionalities



**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



Pre-AI



Post-AI

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 application & 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".



# Applicazioni verticali e casi d'uso



## 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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