



BECLOUD
Solutions for innovation



*Reduce Wrap-Up Time
and Boost Efficiency with*

AI-Powered

Transcription & Summarization

becloudsolutions.com





From Post-Interaction to Value

Improve operational efficiency and CX

Every week, your teams *spend hours* on **repetitive follow-up tasks** after written and voice interactions.

Those hours could be spent delivering the CX your customers expect and deserve.

With **AI Transcription & Summarization**, you can automate the most repetitive tasks, **reduce post-call workload** and get **accurate transcriptions, tailored summaries** and **automatic extraction** of key content - structured and ready to be added directly to your CRM.



The **average share of an agent's working time** spent on **post-interaction activities**.

In this ebook:

- Which activities are included in After Call Work
- Which factors impact its duration
- How to reduce post-call activities



Beyond the Call

Activities slowing agents down

The end of the call doesn't mean the work is over. **After every interaction**, agents need to complete a series of tasks - known as **Wrap-Up Time**.

Only once these activities are completed can an agent **become available again** and serve the next customer.



*Examples of
Post-Interaction
Activity*

CRM updates

Recording the outcome of the interaction

Ticket management

Updating, closing and escalating tickets

Follow-ups scheduling

and required next steps

Case closure

Making sure all relevant info has been recorded



Every Wrap-Up Time is different

What determines how long it takes?

Type and complexity of the request

Internal processes and record-keeping requirements

Post-interaction activities

Agent familiarity with procedures and systems

Systems and tools used

Contact channel used



The average time
spent on post-call activities can
range from 20 to 180 seconds



Just 30 extra seconds
can mean **1.40 hours**
of lost operational capacity per day

Source: BeCloud Solutions internal research across a UK/ITA customer sample

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Less ACW, same quality

Optimise post-call work without compromising CX

Improving post-call activities allows you to **reduce overall handling time** without shortening the conversation with the customer or compromising the quality of the interaction.

Key considerations



Reducing post-call time allows agents to **become available again more quickly**



Accurately recording information **reduces errors** and **makes it easier to manage subsequent interactions**



Updating, transferring and closing tickets ensures **complete and traceable case management**



Monitoring ACW and AHT provides **valuable insights into performance** and **helps identify potential inefficiencies**



Identifying repetitive tasks makes it possible to **simplify, automate or eliminate** certain processes



AI Transcription & Summarization

discover the solution

BeInContact integrates **AI Transcription & Summarization** capabilities designed to automate post-interaction tasks and reduce post-call time.

Transcription

At the end of each interaction, AI automatically generates a transcription.

- Turn audio and video into **text** that is instantly **ready to be added to your CRM**
- Drastically **reduce operational time**
- **Simplify content analysis**



Summarization

Get an automatic summary at the end of every conversation:

- Automatic creation of **standardised CRM notes**
- **Review and editing** capabilities
- **Reduced post-interaction time**





You decide what matters *AI* takes care of the rest

BeInContact AI Suite automatically turns every conversation into **structured, ready-to-use information.**

Agents simply review the output and can **focus on** what really makes a difference: **the customer, decision-making and higher-value activities.**

0:14 uu anonymous 🗨️
My Internet has been slow for the past few weeks.

0:18 uu anonymous 🗨️
Just not useful to me anymore.

0:20 + Suggestion
Please confirm:
Check usage
Check number of people at home
Check reason for faster performance

0:42 uu anonymous 🗨️
There are five of us here in the evening. We watch Netflix and them asking to change providers.

Name	Prompt
:: Reason for Contact	What was the customer's reason for reaching out? Symbols: 48/255
:: Agent Helpfulness	How helpful was the agent to the customer? Did they answer all the customer's questions and concerns? Symbols: 101/255
:: Outcome	What was the result of the contact? Symbols: 35/255
:: Next Steps	Clarify the next steps following this conversation. It would be helpful to know what actions are required or expected moving forward. Symbols: 133/255



Use Cases

BeCloud in action



Healthcare

Creating a specialised telecare service for patients living with chronic conditions



Automotive

Recognising faults and identifying the specific checks to be carried out in the workshop.



E-commerce

Categorising customer issues and identifying the most appropriate and efficient solution as quickly as possible.



Discover more about Wrap-Up Time

[Read the full article on our website](#)



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