5 TELL-TALE SIGNS
You Need a Virtual Agent

1 You need to reduce MTTR (mean time to resolution).

2 You want to reduce the cost per contact, and build a shift left shift-left strategy that moves from an expensive support channel (live agent) all the way left to self-service.

3 Reducing call volume is a priority.

4 You want to improve adoption of self-service capability.

5 Employee satisfaction is a KPI for your organization.

Note: none of these tell-tale signs is "I want a chatbot!" Virtual agents are an excellent choice to solve business problems, but the impetus should never be just a shiny technology—focus on the business problem and the solution will become clear.

For more about virtual agents and their usefulness to business, check out our Chatbots vs Virtual Agents infographic.

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