

# Benefits of a Call Navigator

## Reduce agent training

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Agents only need to learn the call concepts, and the key conversational behaviours. The Call Navigator takes care of the rest.

As agents can take any and every call, the need for call channeling is reduced.

02

## Reduce call channeling

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## Reduce workforce management

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03

Agents don't need to specialize, so the headache of planning capacity against call types and expected volumes disappears.

Agents have the ability to answer all known calls without escalating to an expert (they have a digital expert, at their fingertips).

04

## Improve First Call Resolutions

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## Improve Average Handling Times

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Call navigators guide agents through the optimal logic to get to a desired outcome in the quickest possible time.

Call navigators allow agents to focus their energy on the customer experience, rather than the call content.

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## Improve Net Promoter Scores

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