



Agent Experience: The Key to Unlocking CX Success

For **mid-market & enterprise** teams, the proof is in the data.

86% of CX executives rank AX as **#1** driver of better CX.¹

Mid-market* and enterprise** contact centers can't improve customer satisfaction without satisfying agents first. See what it takes with the latest research from agents themselves.

*150-500 seats / **500+ seats

SPEED



Agents are happiest when they can quickly resolve customer issues with **easy-to-use tools**.



Overall, agents report:

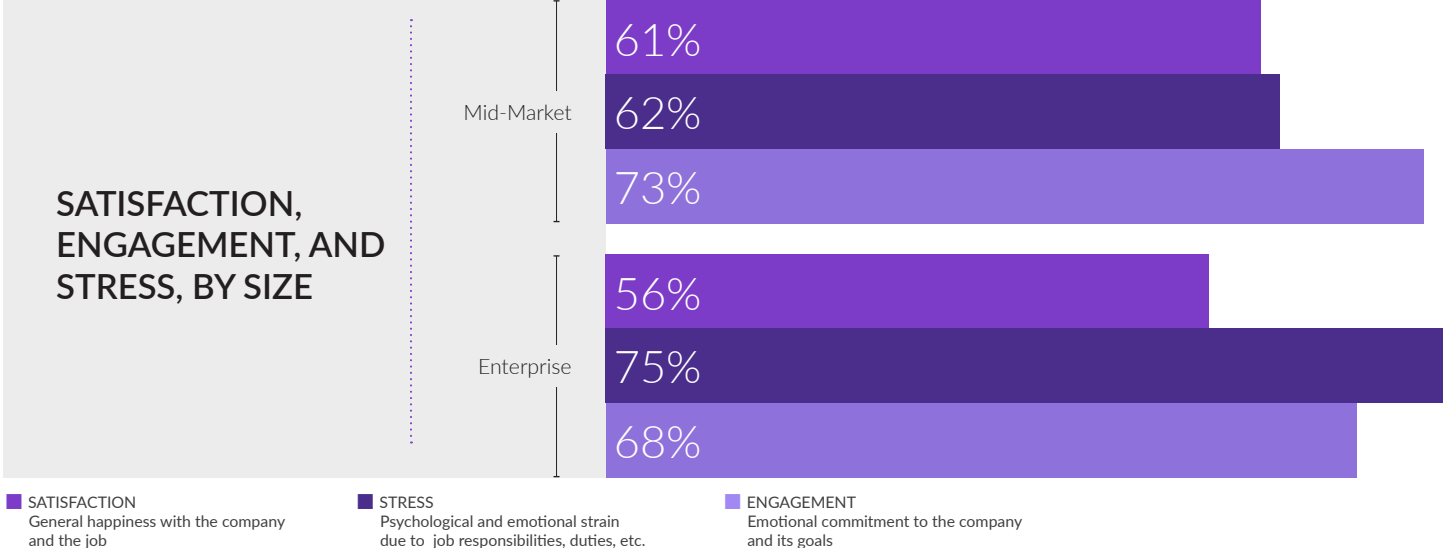
- #1 motivator** is helping customers.
- #1 challenge** is using inadequate, complicated systems.²

At **16%**, enterprise budgets allocate twice as much to new technology purchases as mid-market budgets. With the addition of new tools comes more complexity.²



At **73%**, mid-market agents are more engaged than enterprise agents.

Enterprise agents have the highest stress levels & lower satisfaction than mid-market agents. Complexity is likely a contributing factor to these trends.²



SKILLS



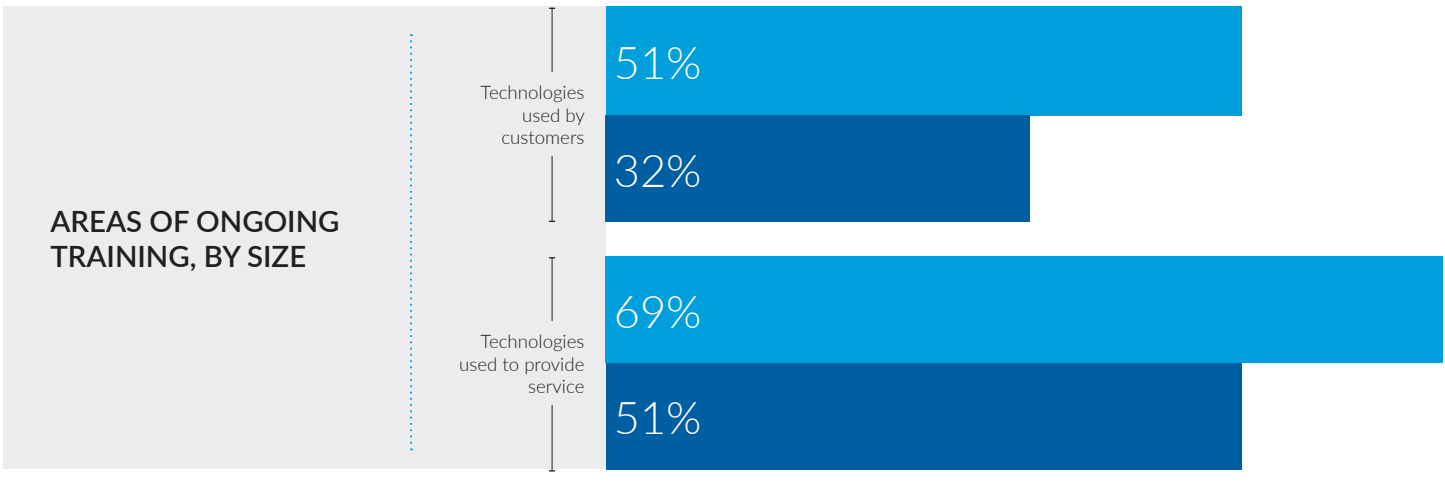
When you create more time for the right training, agents are better equipped to **solve complex requests**.

Compared to mid-market, enterprise budgets more than double the % allocated to training.

But overall, 73% of agents receive less than 4 hours of ongoing training per month. And only 2% of onboarding time is spent on training a high-value skill like problem solving.²



While enterprise teams allocate more budget for new tools and training, mid-market contact centers focus more agent training time on service & CX technology.²

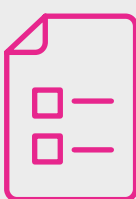


FOCUS



With rewards & incentives, agents are more motivated to **deliver consistent service** and more empowered achieve CX goals.

Altogether, the alignment of roles, responsibilities, and performance with business goals is #1 contributor to high engagement levels.²



Across the industry, agents report:

- #1 factor for high satisfaction** is rewards/recognition

At **7%** each, both mid-market and enterprise budgets allocate slightly more than the average **6%** to agent incentives & engagement factors.²



For more insight, **download the full report**.



To find out how NICE inContact can help you enhance agent experience, **watch a demo** or **chat with us**.