

3 Reasons to Use AI for Customer Service

#DidYouKnow: Customer service teams will increase their use of AI by **134%** this year?

1. Repetitive Tickets

nearly **90%** of an agent's time is spent repeating answers to the **same questions**

AI can handle routine issues with **consistency** and **ease**, so human agents can focus on more complex, satisfying tickets. When human agents work on higher-value customer interactions, they are **less likely to burnout** and **employee churn is reduced**.

2. High Volume of Customer Service Queries

Per work day, **human agents solve** between 45 to **60 tickets**

While human agents have a ticket capacity, AI does not. In fact, the right AI's performance will **strengthen as it collects more data**. Implementing AI **reduces wait times** and **alleviates pressure from support staff**, especially during spikes in ticket volume. It allows growing businesses to scale without sacrificing quality of service.

3. 24/7 Customer Support

43% of consumers expect customer service to be **available 24/7**

AI can handle incoming issues at all times, enabling brands to **provide their customers with around-the-clock service**.

When human agents are unavailable, customers will still be able to **track their order in the middle of the night** or **make an exchange on the weekend**.

Integrating AI can make a powerful difference for your customers – and ultimately, your revenue. For AI recommendations specific to your business, reach out to us for a consultation.

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