

Boosting Contact Centre Email Volume Efficiency with Aileen



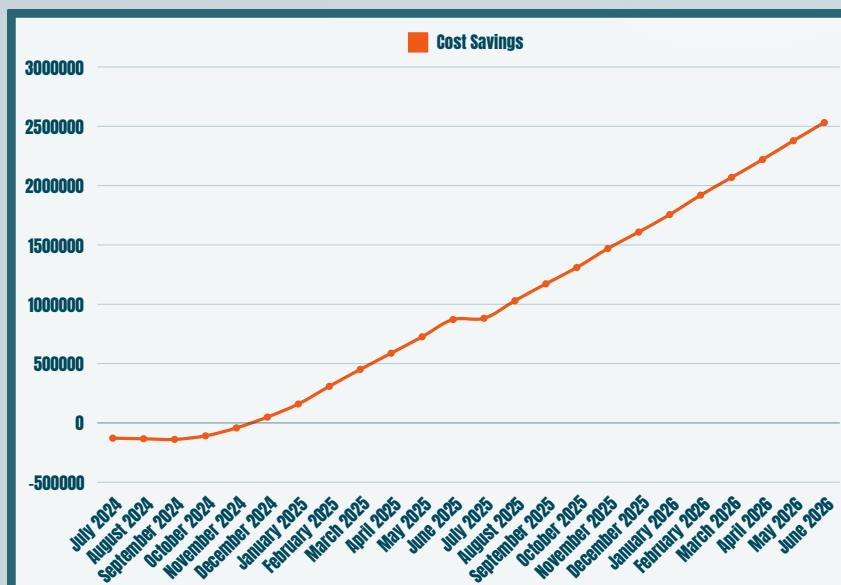
A contact centre, experiencing consistent email volumes, with a steady 10% annual growth could expect to handle around 50,000 emails per month. As the volume increases, maintaining efficiency can become more challenging, especially with an average handling time of 6 minutes per email.

By implementing Aileen, a cutting-edge AI solution, up to 80% of emails could be fully automated, significantly reducing the burden on agents. For the remaining emails that cannot be fully automated, Aileen could deliver a 50% efficiency gain, streamlining the process and saving agents considerable time.

With a 3-month implementation and ramp-up period, the contact centre will quickly start seeing improvements in productivity. With these improvements the organisation will experience a strong return on investment.

With an investment of €380,000 over two years, covering an upfront licence fee and monthly costs, Aileen's licence and ongoing costs are recovered within 6 months. Total savings over two years are estimated at €2,530,000.

Aileen will not only reduce handling times but also enable agents to focus on higher-value work, helping the contact centre scale efficiently while driving both operational efficiency and significant cost savings.



Key Inputs



Contact centre with consistent volume and 10% annual growth



Volume of 50,000 emails per month



Average handling time of 6 minutes



Up to 80% of emails fully automated



Three month implementation / ramp up period



50% efficiency gain for emails that aren't fully automated

Aileen ROI



Cost of Aileen (Licence fee plus support and maintenance) - €380,000



Payback period - 6 months



Savings over two years - €2,530,000



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Transforming Contact Centre Email Efficiency with Aileen

Aileen

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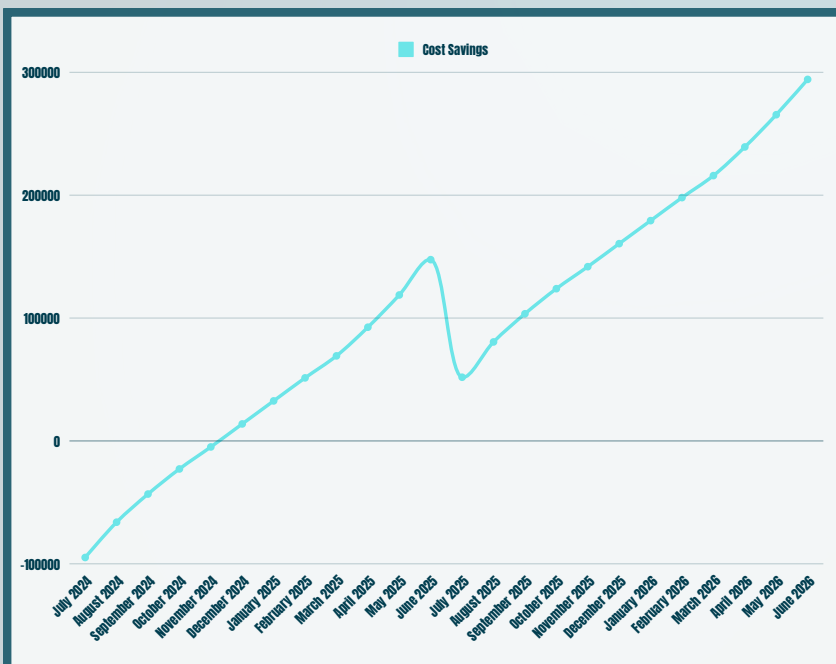
We Listen. Then Innovate.

A contact centre, potentially facing seasonal demand spikes with contact centre email volumes fluctuating from 8,000 to 10,000 emails per month, requires a solution to improve efficiency and manage high email volumes during peak periods. As emails have an average handling time of 7.5 minutes, it can be challenging for agents to keep up, especially during peak periods.

By implementing Aileen, a cutting-edge AI solution, up to 40% of emails could be automated, significantly reducing the workload for agents. For emails that cannot be fully automated, Aileen could deliver a 50% improvement in efficiency, streamlining responses and saving valuable time.

The organisation could see a remarkable return on investment (ROI). With an investment of €270,000 over a two year period for the Aileen licence, support, and maintenance, the company could achieve full payback in just 6 months. Over two years, the total savings could amount to €290,000.

Aileen would not only reduce handling times but also empower agents to focus on higher-value tasks, driving both operational efficiency and cost savings.



Key Inputs



Average volume of 8,000 emails per month



Emails peaking at 10,000 per month during the summer period



Average handling time of 7.5 minutes



40% of emails fully automated



50% efficiency gain for emails that aren't fully automated

Aileen ROI



Cost of Aileen (Licence fee plus support and maintenance) - €270,000



Payback period - 6 months



Savings over two years - €290,000



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