

AI & THE AGENT EXPERIENCE

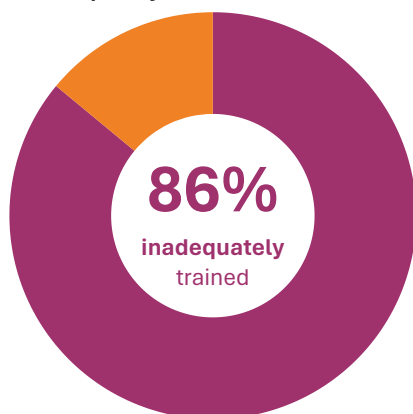
Contact centre insights 2026*

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01 / AI TRAINING

Do agents feel adequately trained to use AI?

- 86% Feel inadequately trained
- 14% Feel adequately trained

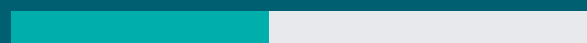


02 / AI SUPPORT

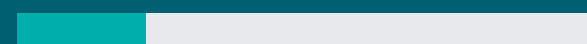
Key ways AI supports contact centre agents



Knowledge



Prioritise workload, calls & emails



Focusing customer demand

03 / AGENT METRICS

Top daily agent metrics

- 01 Call volume/productivity (team & individual)
- 02 AHT
- 03 QA
- 04 Sales
- 05 CSAT
- 06 Number of emails
- 07 Number of live chats
- 08 Attendance
- 09 Transfers/leads

04 / KEY TAKEAWAYS

What stands out?

- 01 Agent nonchalance for AI, neither positive nor negative current experience of using it.
- 02 The majority of agents (**86%**) feel it is deployed and trained badly.
- 03 **63%** of agents would ideally like more AI tools to support their job or for existing tools to be more widely used.
- 04 In excess of **80%** of agents state that job measures have not changed with the evolution of AI, perhaps showing poor communication of these changes.

*From a recent survey of 100 UK agents, October 2026



Let's talk AI, training and your team.

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