

AI Agent ROI Report for An Organization Like Yours

An AI Agent is the right move for your customer engagement strategy – now you have the proof you need to build your business case. Based on the data you selected in our ROI calculator, this report paints the full financial picture of the impact an AI Agent can have on your organization.



\$524,764

Potential annual value
created



42%

Potential cost-to-serve
reduction



1,079%

Estimated annual
ROI



1.1

Estimated payback
period (months)

Benefits of a Comm100 AI Agent



Always on

It goes without saying that your AI Agent can run 24/7/365 if it suits your customer service philosophy. In fact, you can configure your Comm100 AI Agent to work precisely when, where, and how you want.



Ready to serve

For a Comm100 AI Agent, simple FAQs are the low-hanging fruit. When you integrate your AI Agent with other business systems like CRM and your core operational backbone, it can do whatever you let it.



Ready to grow

Just like human agents, your Comm100 AI Agent will learn and grow from its experience serving your customers. Although you may start with a limited scope (as we suggest), you'll quickly find that it's capable of a great deal more.

Your current operations

Here's a summary of what you shared about your contact center team in our ROI calculator. We used this information to calculate your live chat capacity and its labor-related costs below. There's more that goes into the complete story than just labor, but this view gives you a good sense of your resources and associated expenses.

of agents

22

Typical agent annual
compensation

\$56,680

Total team annual
compensation

\$1,246,960

8 hours/day

Contact center hours

5 days/week

52 weeks/year

8 min, 50 sec

Average chat length

14,134

Annual human chat capacity

Your total estimated operating costs:

Current cost

Labor costs

\$1,246,960

Live Chat system costs

\$14,520

Total cost

\$1,261,480

New cost

Labor costs

\$680,160

Live Chat system costs

\$7,920

AI Agent costs

\$48,636

Total cost

\$736,716

You could save **\$524,764** with an AI Agent

The Comm100 Live Chat Ultra plan includes



Power

- Unlimited chats, messages, emails, and knowledge base articles
- Deeply configurable chat window and button
- Personalized onboarding and support



Scope

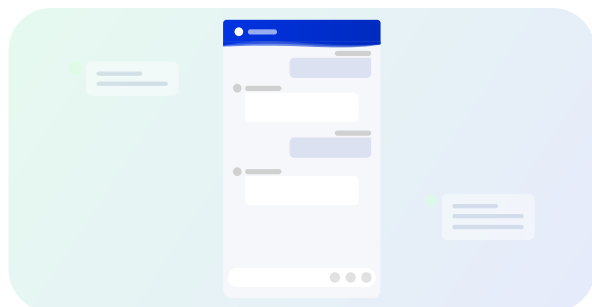
- Auto-translation for 100+ languages
- Audio/video chat
- Advanced routing and queue management
- Integrations and API access
- Powerful analytics



Security

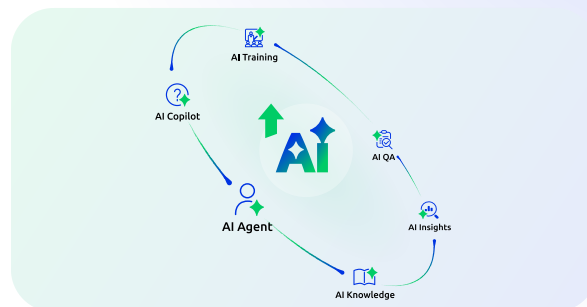
- PCI DSS and HIPAA compliance
- Agent login IP restriction
- Credit card masking
- Audit logs

Diving Deeper



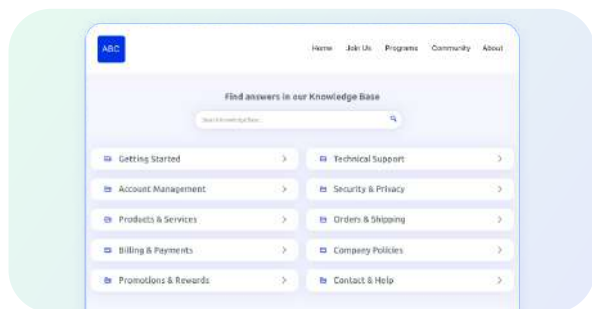
Beyond Live Chat

Live chat is the broad tip of the digital customer experience sword; depending on your customer demographics, you should also consider other channels including text messaging, social media, and email - all of which can be managed with the Comm100 platform!



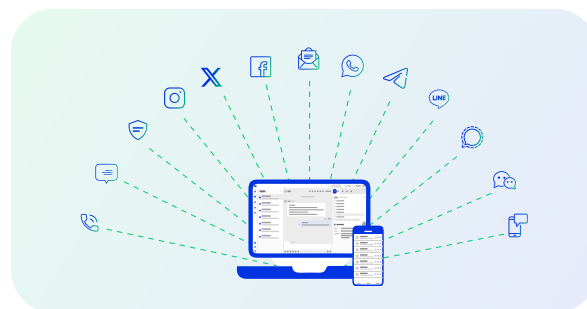
AI is for your Agents too

Imagine a world where your human agents don't have to hunt for answers, resolving queries more quickly and consistently and handling more chats per hour? That's the power of AI Copilot. Ask us how.



Seek Self-Serve

Many organizations find that 80% of their customers ask the same questions 20% of the time. Offering a well-placed self-serve knowledge base can deflect these FAQs, and free up your team to focus on the harder and more interesting questions.



The Omnichannel Future is Here

Your customers expect agents to know their whole story, no matter the channel. So you need a system that shines light on every touch point and puts relevant information at your agents' fingertips. Don't settle for anything less.



Comm100 is an omnichannel customer engagement platform designed to streamline the way businesses interact with their clients. With AI-powered solutions encompassing live chat, email, ticketing & messaging, and AI Agent, Comm100 empowers support teams to deliver personalized, real-time assistance across multiple channels.

The Comm100 product suite simplifies workflows, boosts agent productivity, and provides actionable insights through powerful analytics. This commitment drives us to help startups increase sales, SMBs to boost product adoption, and enterprises to optimize operations.

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