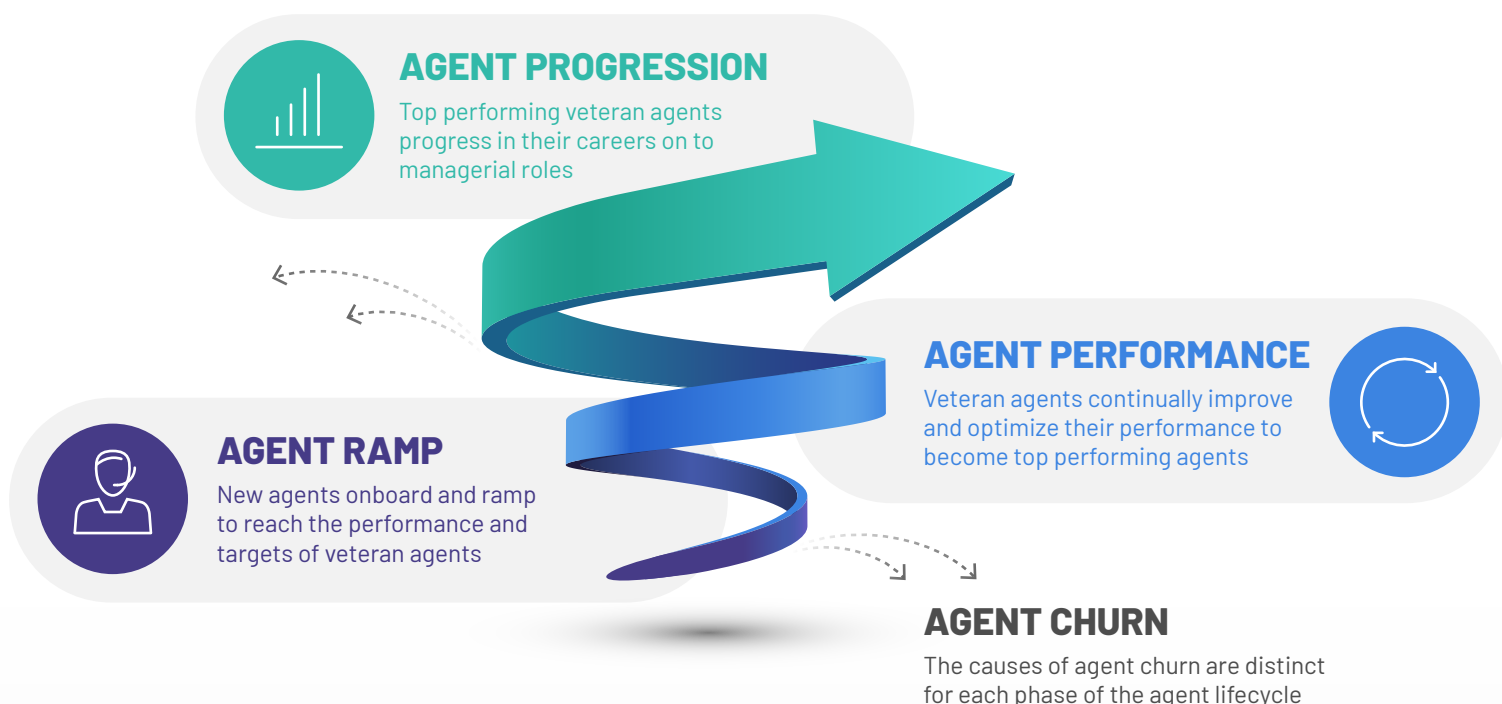
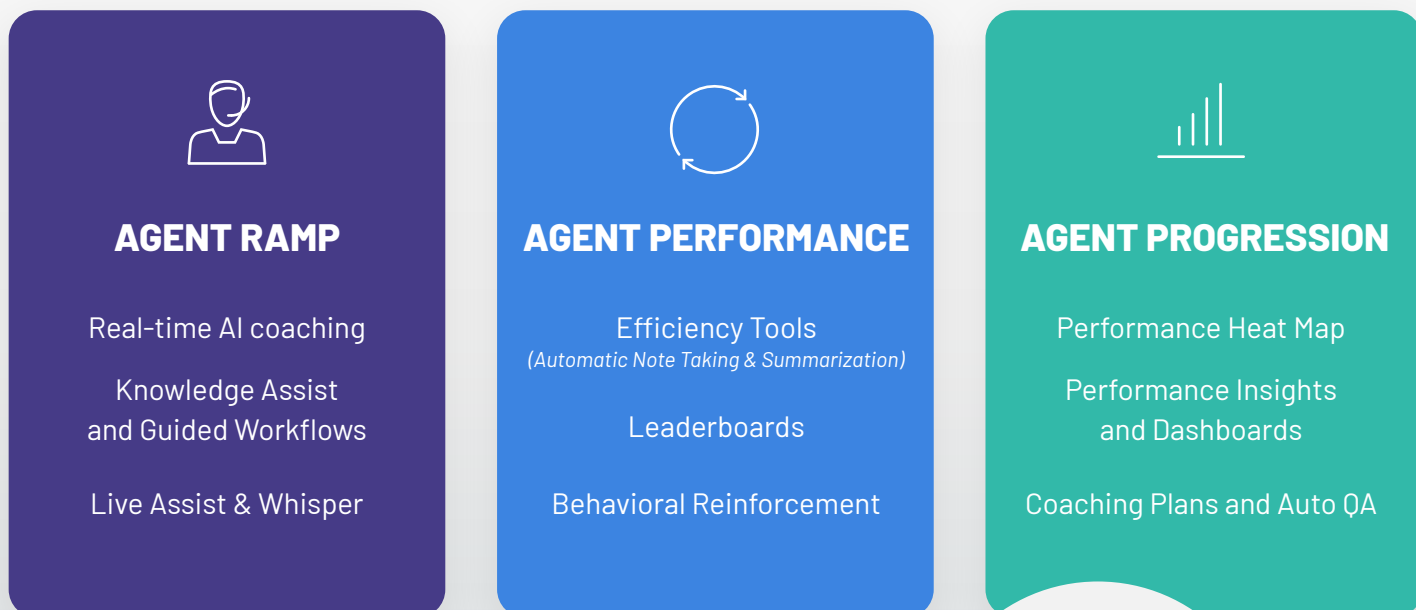


Understanding the Agent Lifecycle



Agents who are satisfied with their roles are... **8.5x** less likely to leave **3.3x** more likely to feel empowered to solve customer issues

Ways Cresta helps during the Agent Lifecycle



The value of Happy Agents

In a 2022 customer survey, **over 90% of agents responded** that they'd be disappointed if they could no longer use Cresta and 100% of supervisors answered that they'd be disappointed if their agents could no longer receive Cresta's real-time coaching.



Contact us at pro@cresta.ai for more information

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