

CONTACT CENTRE

AI ROI Calculations

**Your Contact Centre
Costs You**

£2.5M

Per Year

Here's how AI cuts that to £1M

THE COST

Your Current Costs (100-seat operation)

Agent salaries **£1.8M**

Recruitment & training **£150K**

Infrastructure **£300K**

Peak inefficiency **£250K**

TOTAL £2.5M

THE COST OF AI

What AI Actually Costs

Platform licensing: £50K-£120K/year

Implementation: £30K-£60K (one-time)

Ongoing optimization: £20K-£40K/year

**Year 1 Total:
£100K-£220K**

WHAT CAN AI HANDLE?

AI handles 60-70% of calls

New Annual Cost

£1.07M

Annual Savings

£1.43M

SO WHAT'S THE ROI?

Return on Investment

650%

to 1,400% ROI in Year 1

ADDITIONAL BENEFITS

What You Can't Quantify

 24/7 coverage (no night premiums)

 Instant scaling for peaks

 Perfect compliance on every call

 Multilingual without hiring

 Zero wait times

www.mindtheaigap.com

Ready to Calculate potential AI ROI for your business?

Check out of quick and **FREE** ROI
Calculator at
<https://mindtheaigap.com/contact-centre>

Or contact us if you want to
discuss in more detail

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