



AI, Salesforce & ROI

The approximate numbers and call center costs of providing customer support are as follows:

\$6000/Day - 'Case Summarization Tax'

Number of Reps 100

Hourly Costs/Rep \$30

Average Calls Handles/Rep 40/Day

Average Time to Read Case Details/Rep 3 minutes

Daily Waste of Manual Case Summarization \$6000/Day (12k minutes)

Manual Case Summarization Math

100 (number of agents) \times 40 (average calls taken/day) \times 3 (minutes to read case details/rep avg.)
 \times $\$30$ (hourly cost) / 60 (minutes)

Run Your Numbers here: https://bit.ly/roi_analysis



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The approximate numbers and call center costs of providing customer support are as follows:

Invest ~\$40-90K in AI and Save \$1M

Assumptions:

- Cases are summarized to 120 word summary
- Reps spends 1 minute to instead of 3 for initial review (thus saving 80 mins/day)
- Visit the link below to learn how much you can save annually with AI

Annual GPTfy Licensing - \$20,000

100 Reps at \$20/month/agent

OpenAI (MS Azure) - \$20,000

Considering users calling out AI 40 times/daily - 5000 tokens each

Go-live costs - \$15,000

One time cost/annualized here for calculations

Annual Cost - \$55,000

Considering 200 working days for a year

Cost of running AI per day - \$275

Annual cost divided by 200 days

Find your annual savings with AI here: https://bit.ly/roi_analysis