

HOW BMC HELIXGPT SMOOTHS THE FLOW OF CHATS FROM VIRTUAL AGENT TO HUMAN SUPPORT



Have you ever found yourself in a chat-based support conversation, only to be transferred to a new agent who suddenly falls silent for what feels like an eternity? This familiar and frustrating experience is a direct result of a common challenge. In this blog, we will learn how new [BMC HelixGPT](#)-powered capabilities, introduced in [BMC Helix Virtual Agent 23.3.02](#), are eliminating this problem.

Ever since their introduction to the industry, virtual support agents have transformed service desk productivity. With virtual agents implemented to handle simple and common queries, human support agents are free to focus on more complex and unique issues. This approach enables human agents to provide a high level of service commensurate with their skills, while also reducing the overall average handling time (AHT) for each customer interaction with the service desks.

However, digital technology is complicated and evolves quickly, and issues will still arise that need the insight and abilities of a human support agent. Of course, this may not always be apparent at the start of a conversational support interaction. Whether the decision is made by the virtual agent or the customer themselves, the transfer to a human happens part-way through the conversation, creating a challenging handover.

If their support tool transfers the entire conversation to them, the human agent inevitably finds it challenging to maintain the flow of the conversation. Before they can continue, they must establish the customer's identity, and then read the conversation in detail to understand their issue. Next, they must deduce what challenge led the virtual agent (or the customer themselves) to decide that the transfer was necessary.

This process could be more efficient both for the customer and the person supporting them. The transfer also adds cognitive load for the agent and increases the possibility of misinterpretation or error.

BMC Helix Virtual Agent is a powerful tool designed to eliminate the problem of transferring customers to human agents while also reducing the number of transfers needed. It utilizes large language model (LLM) technology to quickly provide high-quality summarized answers to customer queries, effectively reducing the need to transfer to human agents.

In cases where a transfer is still necessary, the flow of conversational support from the virtual to human agent is smooth and effective. BMC HelixGPT further enhances the customer service experience by providing human agents with an instant, clear, plain-language summary of the interaction at the point of transfer, improving customer satisfaction, support agent productivity, and average handling time per customer for the agent and their service desk.

[Click here](#) to learn more about how BMC HelixGPT enhances intelligent chatbot support, improving the service experience for both your employees and the support professionals supporting them.