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CONTACT CENTRE

AI ROI Calculations

**Your Contact Centre
Costs You**

£2.5M

Per Year

Here's how AI cuts that to £1M

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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

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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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