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 **INTERACTIVE INTELLIGENCE**

Free Webinar

Call Centre of the Future

Thursday 19th
November 2015
1:00pm (UK)



CALL CENTRE OF THE FUTURE

Mike Murphy

inin.com

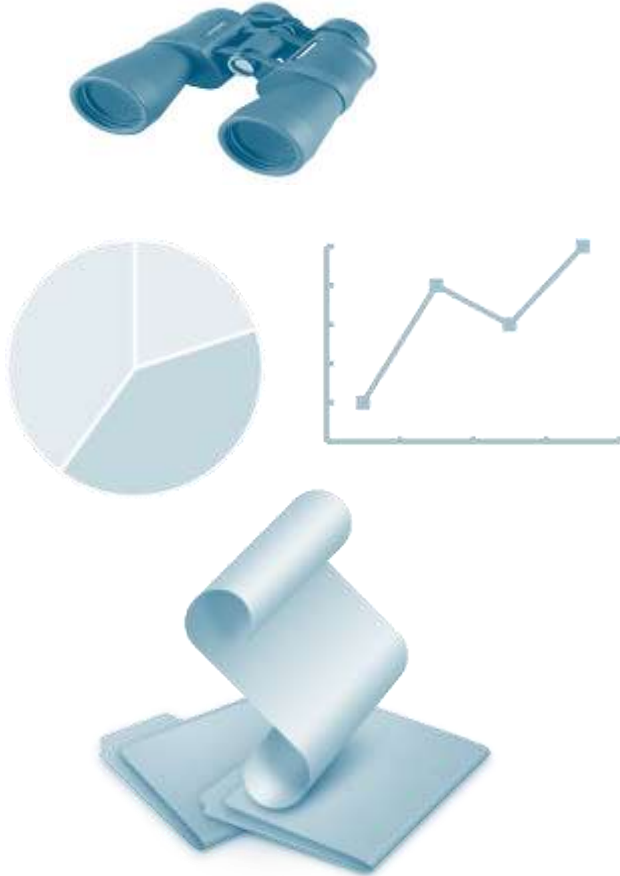
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Agent / Advisor needs?

- Quick to learn / easy to use
- All interactions in one screen
- Pops accurate customer information, quickly with
 - last contacts / purchases etc.
- Quickly include colleague's needed



Supervisor needs?



- Real-time views – Desktop / Tablet
 - All Interactions
 - All Team Members
- Easy to change interaction flows
- Historical / Exportable Reports
- Real-time Analytics
- Performance measuring tools'

Head of IT needs?

- Single platform to understand
- Cloud based, deployed in days
- Nothing to install on desktops
- Plug in's to CRM
- Auto updates with latest tools
- Security and Support



Head of Customer Service needs?



- Scale up / Scale down
- Home working
- Disaster Recovery
- Endlessly Refine / improve
 - Live in centre experience's
 - Automation / Self Service experience's
- Big Data / Personalisation strategies

Big Data / Personalisation

TRENDING: Cool Yule Tools for Work · Inside the new iPad Pro · How Microsoft avoids US prying eyes · Resources/White Papers



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How AI is improving consumer engagement and customer experience

By Donald Brown, CEO, Interactive Intelligence

Network World | Nov 6, 2015 7:24 AM PT

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COMMENTS

INSIDER

This vendor-written tech primer has been edited by Network World to eliminate product promotion, but readers should note it will likely favor the submitter's approach.

Artificial intelligence (AI) – when computers behave like humans – is no longer science fiction. Machines are getting smarter and companies across the globe are beginning to realize how they can leverage AI to improve consumer engagement and customer experience.

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