3 Ways Technology Can Improve " The Contact Centre"

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3 Key Technologies - Business Needs - Outcomes

1 - Knowing More
Ai – ML, Speech Analytics Improved Knowledge

Staff Give them Tools

Customer Effort – Interaction Channels

Staff

2 - High Supervisor Work load Time to banish Excel for ever – data mining and Analytics

Staff
Interactive FAO

Staff

Operational Excellence More Customers

Impossible First Call Resolution
Multiple Systems inefficiency

Staff

Staff

**3 -Customer Journey and effort – speech to text analytics**

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5 - Customer experience / Journey mapping – know how you are dealing with the customer and their "customer effort".

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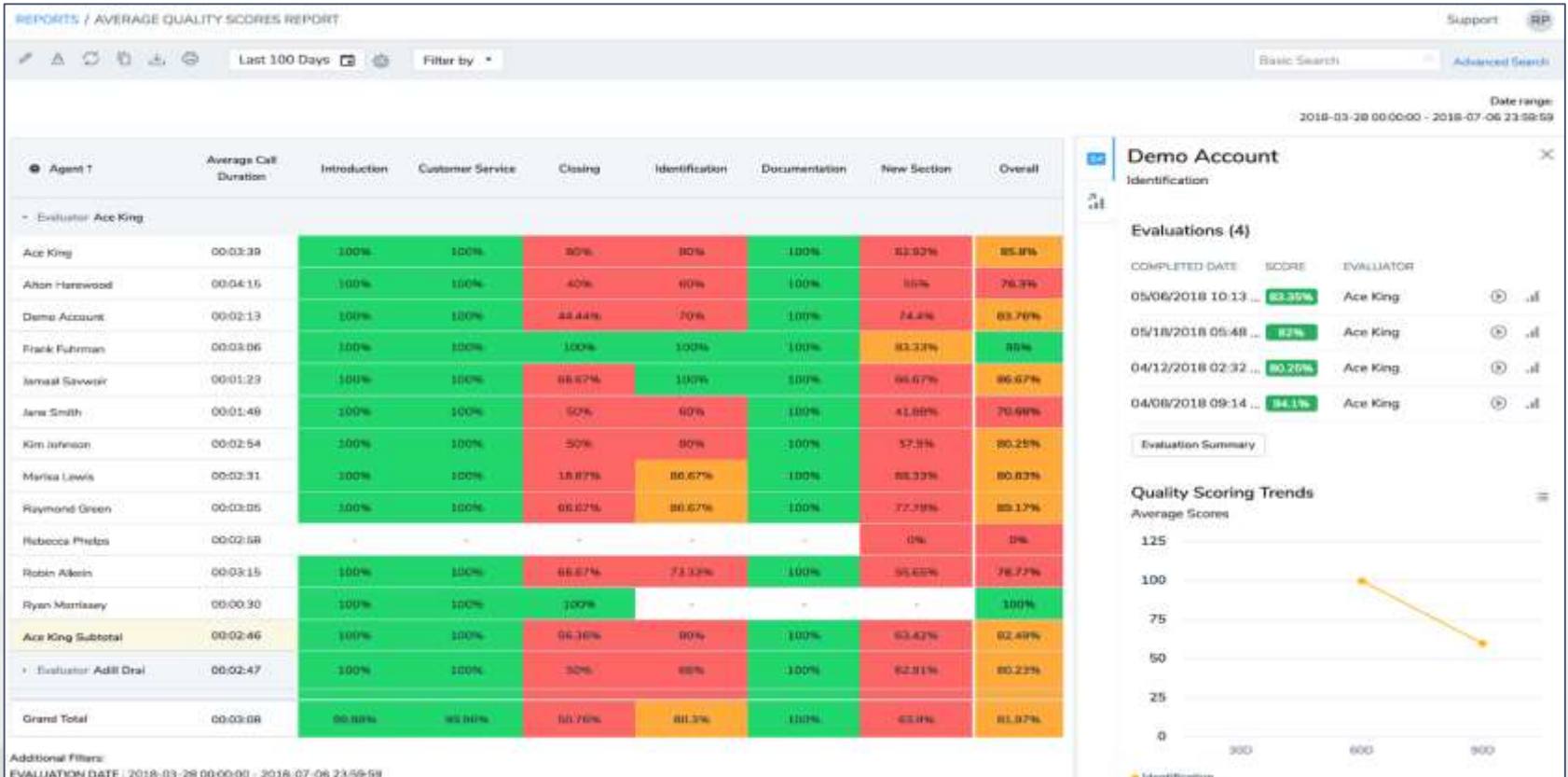
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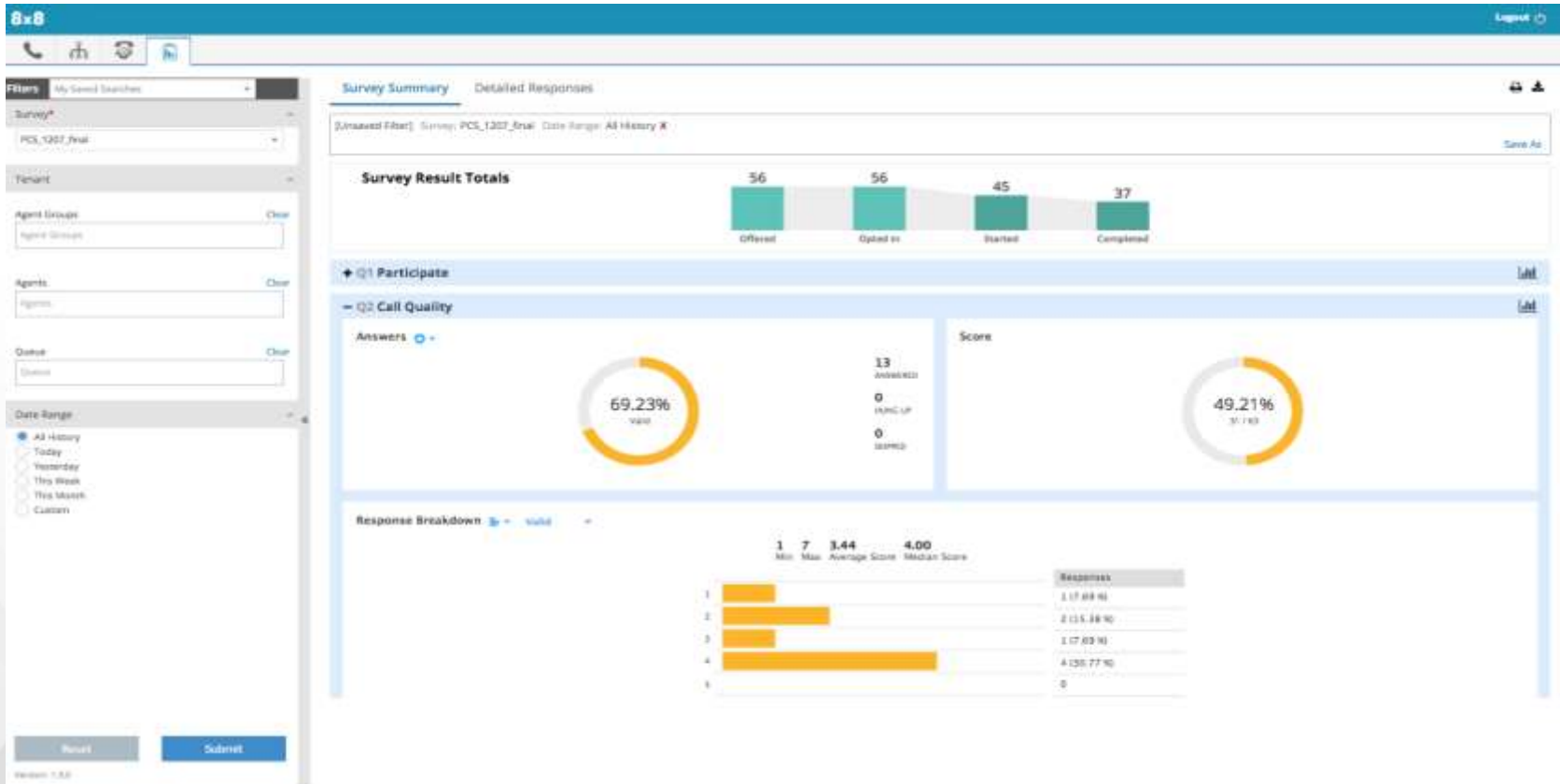
Poll – Question

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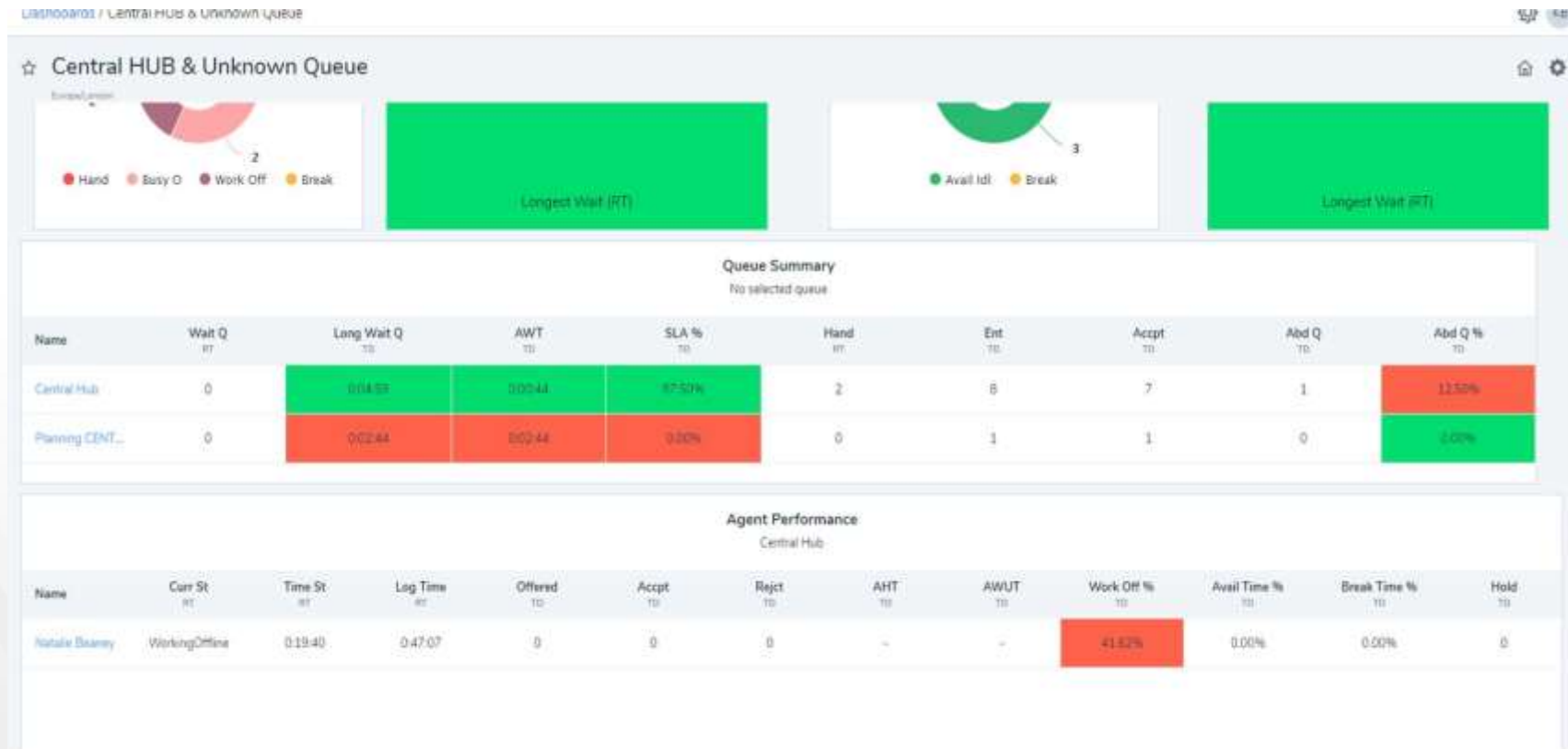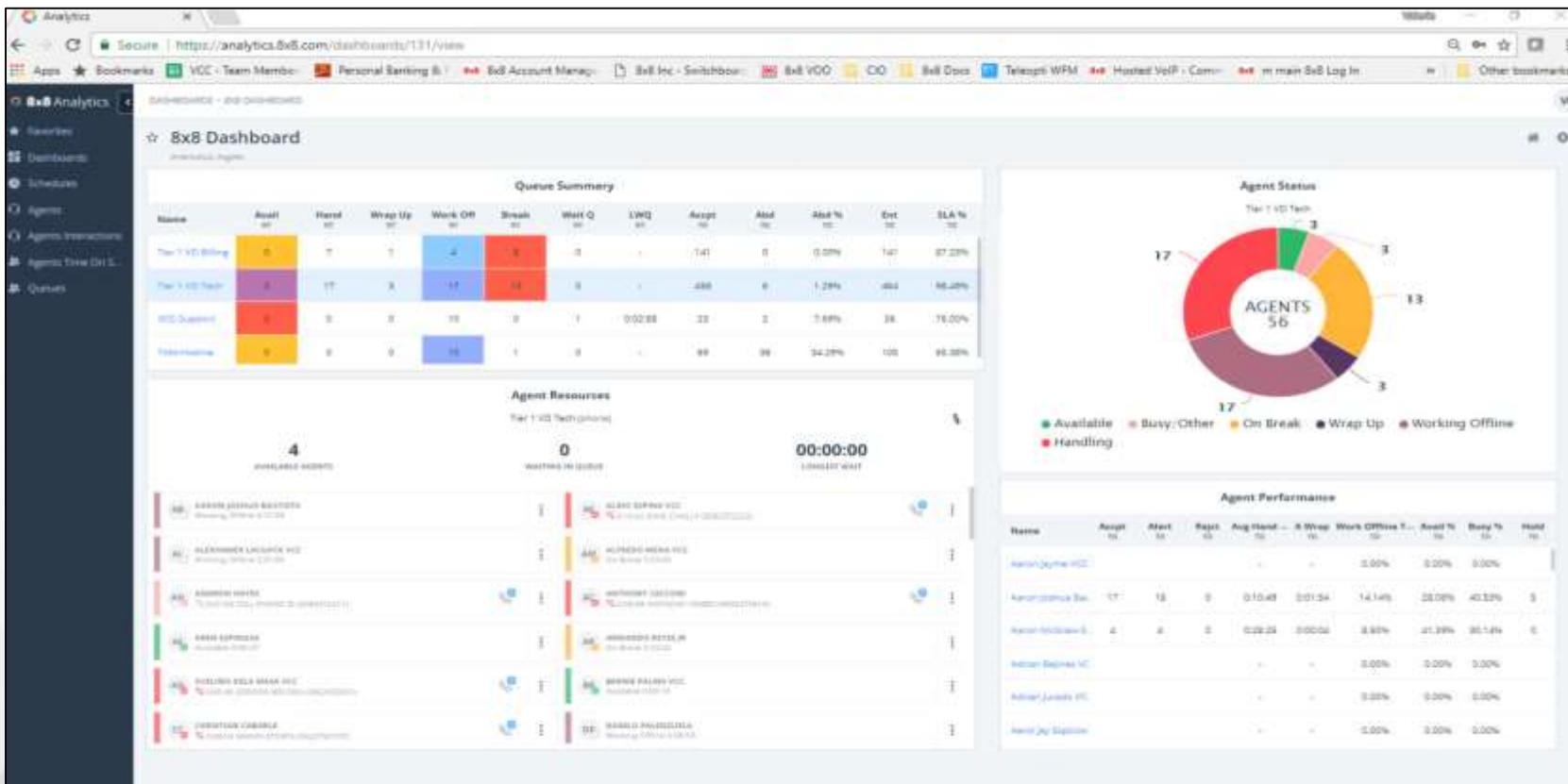
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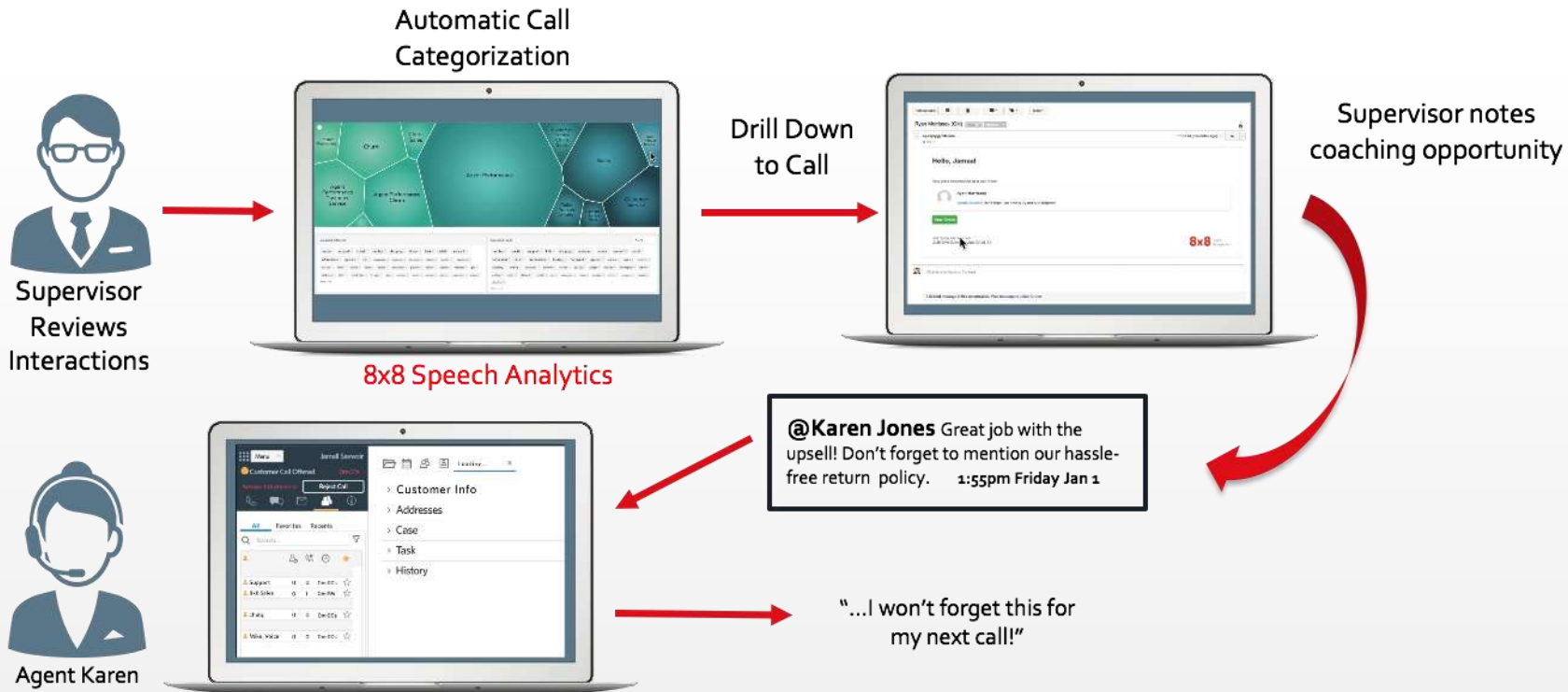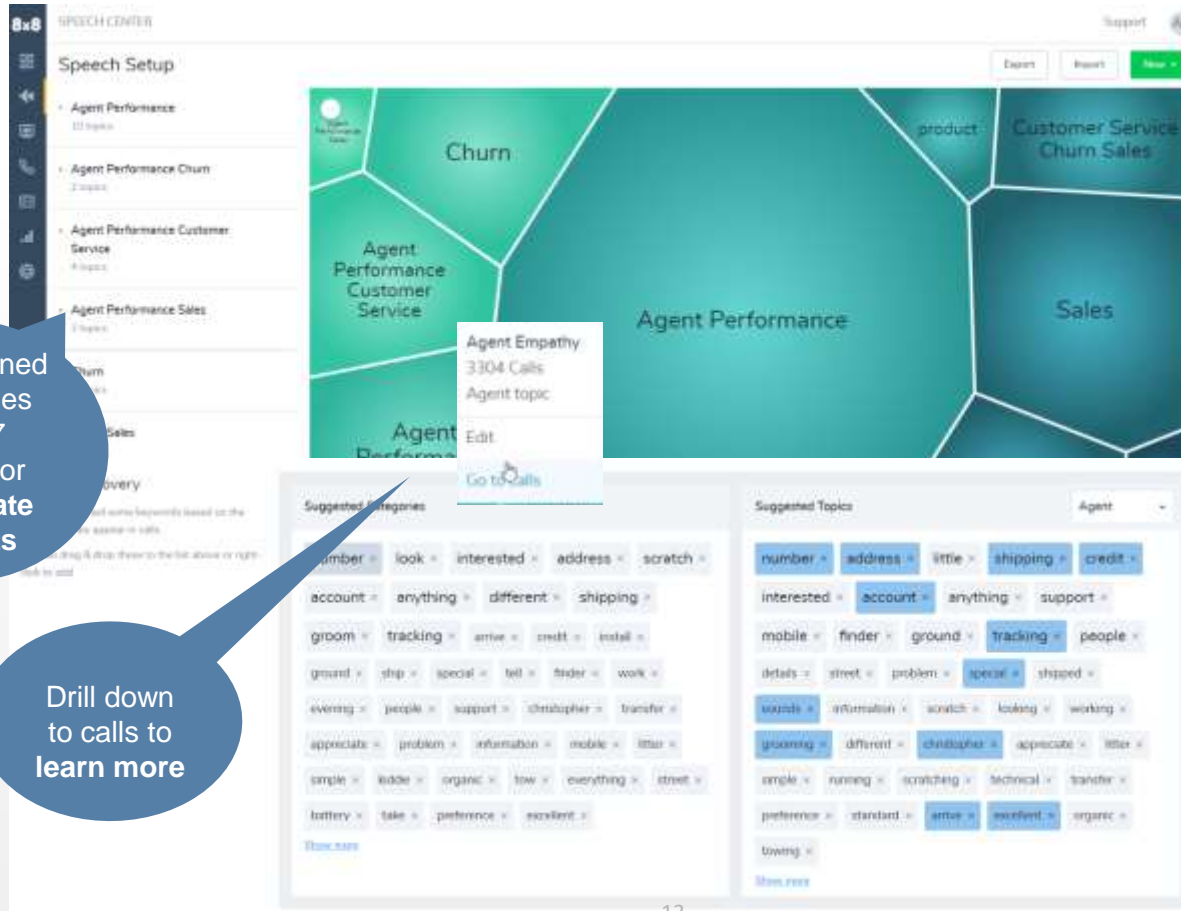
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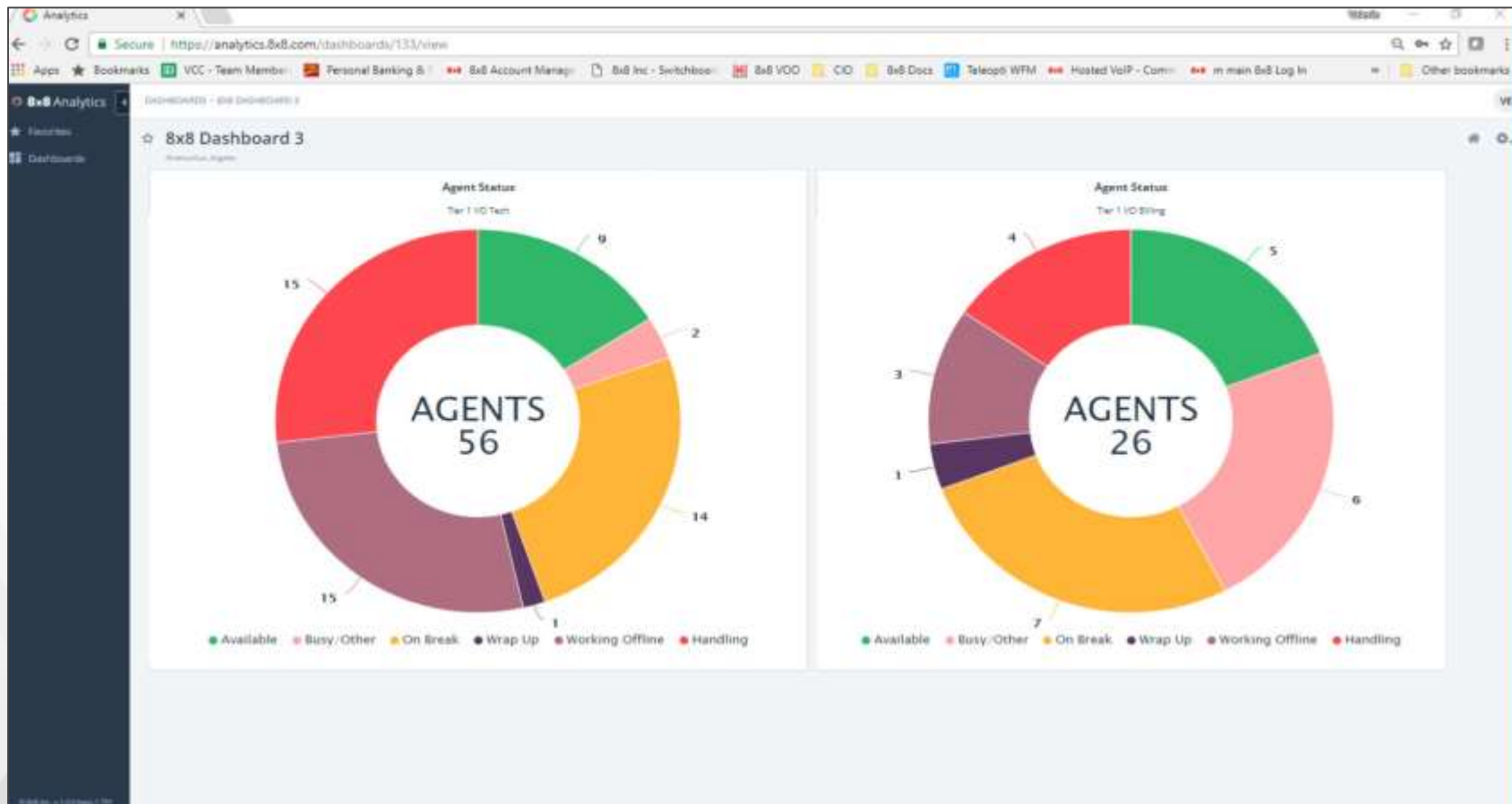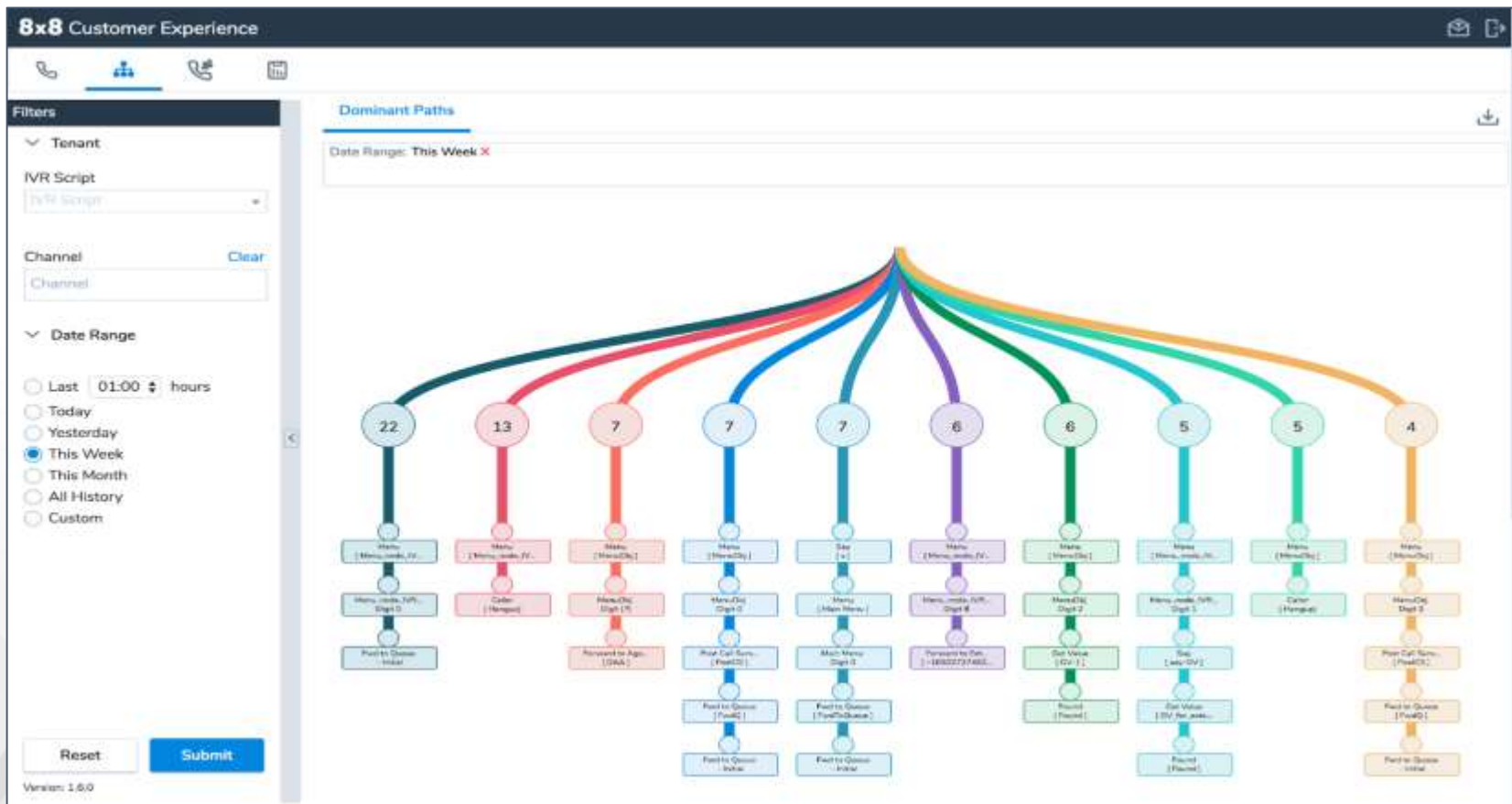
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7 - The Completely Collaborative Customer Experience
Quality Management and Speech Analytics

7 - Speech Analytics Reveals Interaction Trends

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One System of Engagement

X8

More intelligent customer interactions
- Integrated voice, email, webchat and social
- Advanced speech and interaction analytics
- Predictive outbound campaigns
- Quality, collaborative performance mgt

X6

Speed to resolution
- One-click subject matter expert access
- CRM integration
- Customer engagement analytics

X4

Integrated global engagement suite with analytics
- Unlimited global calling across 46 countries
- Cross-platform team messaging
- Interaction analytics

One System of Intelligence

X2

Efficient, intelligent engagement
- One click from voice to chat to video
- Google integration
- Mobile to desk/conference phones to desktop