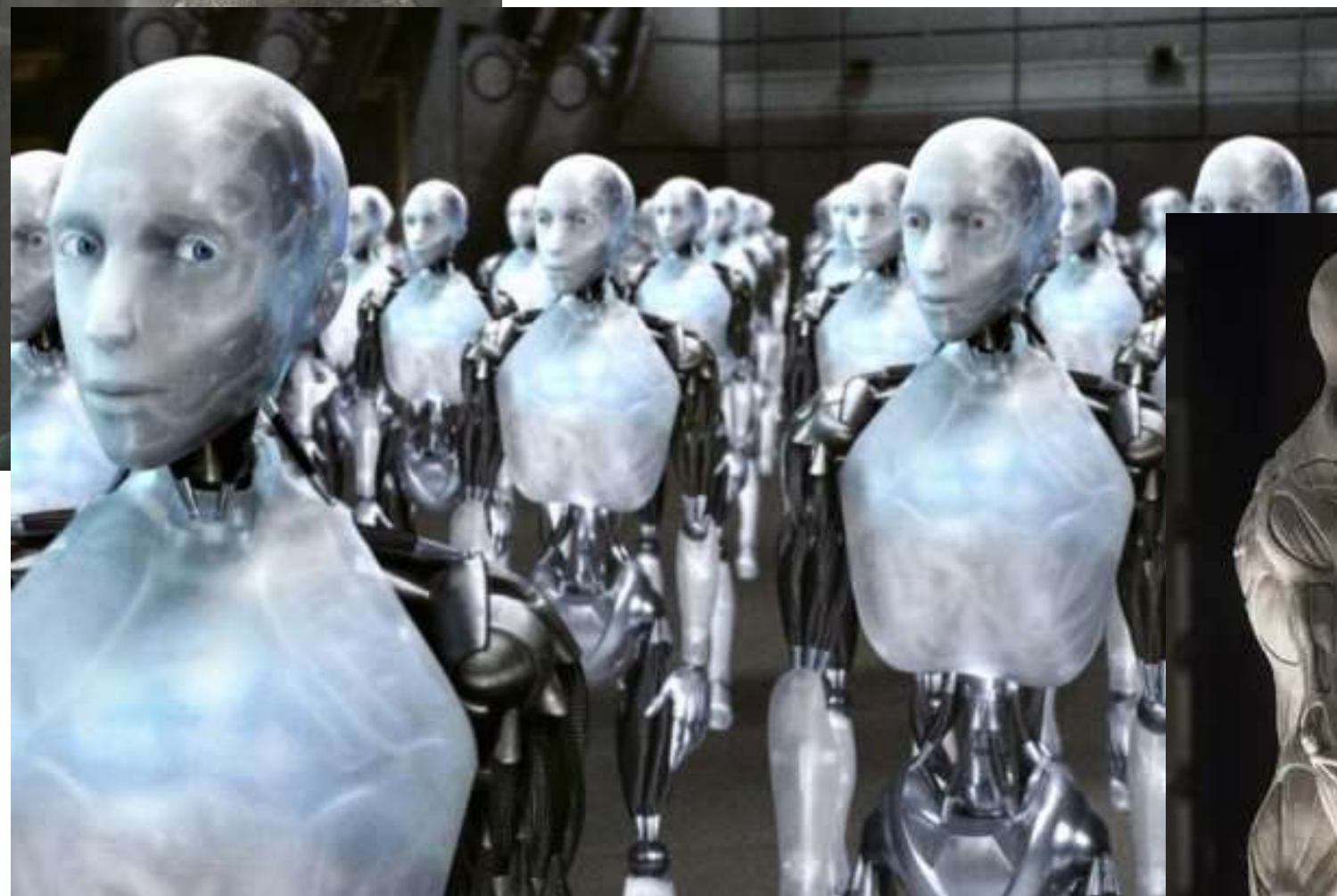
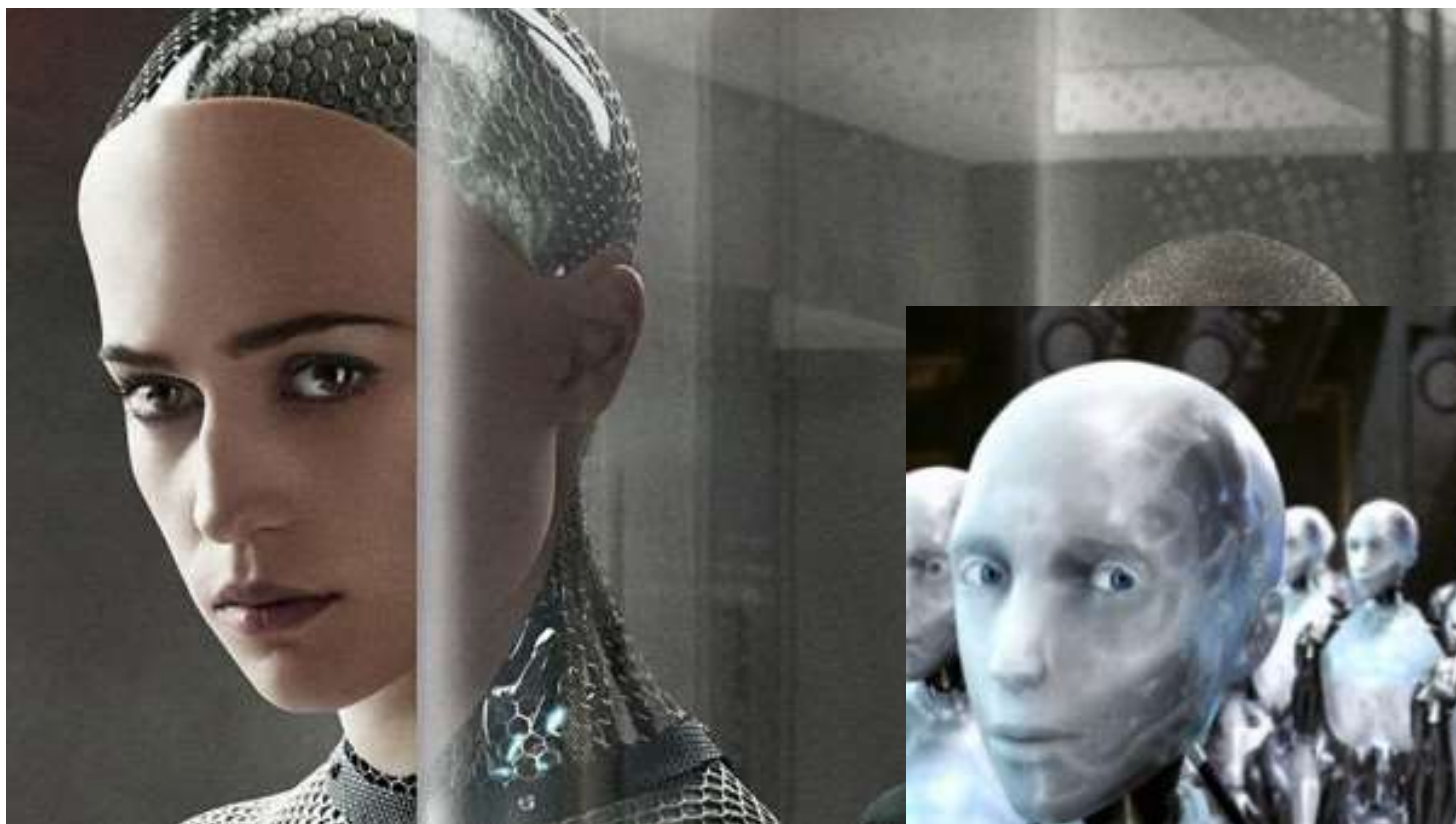




AI Trends to Keep an Eye on



The AI Expectations



The Role of Artificial Intelligence in Times of Crisis

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Technology

Coronavirus: How can AI help fight the pandemic?

By Jane Wakefield
Technology reporter

12 March 2020

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ARTIFICIAL INTELLIGENCE

Hospitals Tap AI to Help Manage Coronavirus Outbreak

Health-care providers are enlisting the technology to monitor patients, screen visitors

By *Jared Council*
Updated March 20, 2020 8:25 am ET

PRINT TEXT

Large health-care systems are turning to artificial intelligence to monitor patients and to regulate the flow of visitors as they attempt to contain the spread of the novel coronavirus.

Tampa General Hospital in Florida this week is installing a new AI system designed to detect feverish visitors with a simple facial scan. Meanwhile, Sheba Medical Center in Ramat Gan, Israel, has equipped two remote hospital units it established to treat Covid-19 patients with AI-powered monitoring equipment.

Could artificial intelligence have predicted the COVID-19 coronavirus? COMMENTS

By Evan Bourke · last updated: 20/03/2020 - 16:39

Forbes Billionaires Innovation Leadership Money

2,165 views | Mar 18, 2020, 11:29pm EDT

Is AI Smarter than Humans to Flatten the Curve of COVID-19 (Coronavirus)?

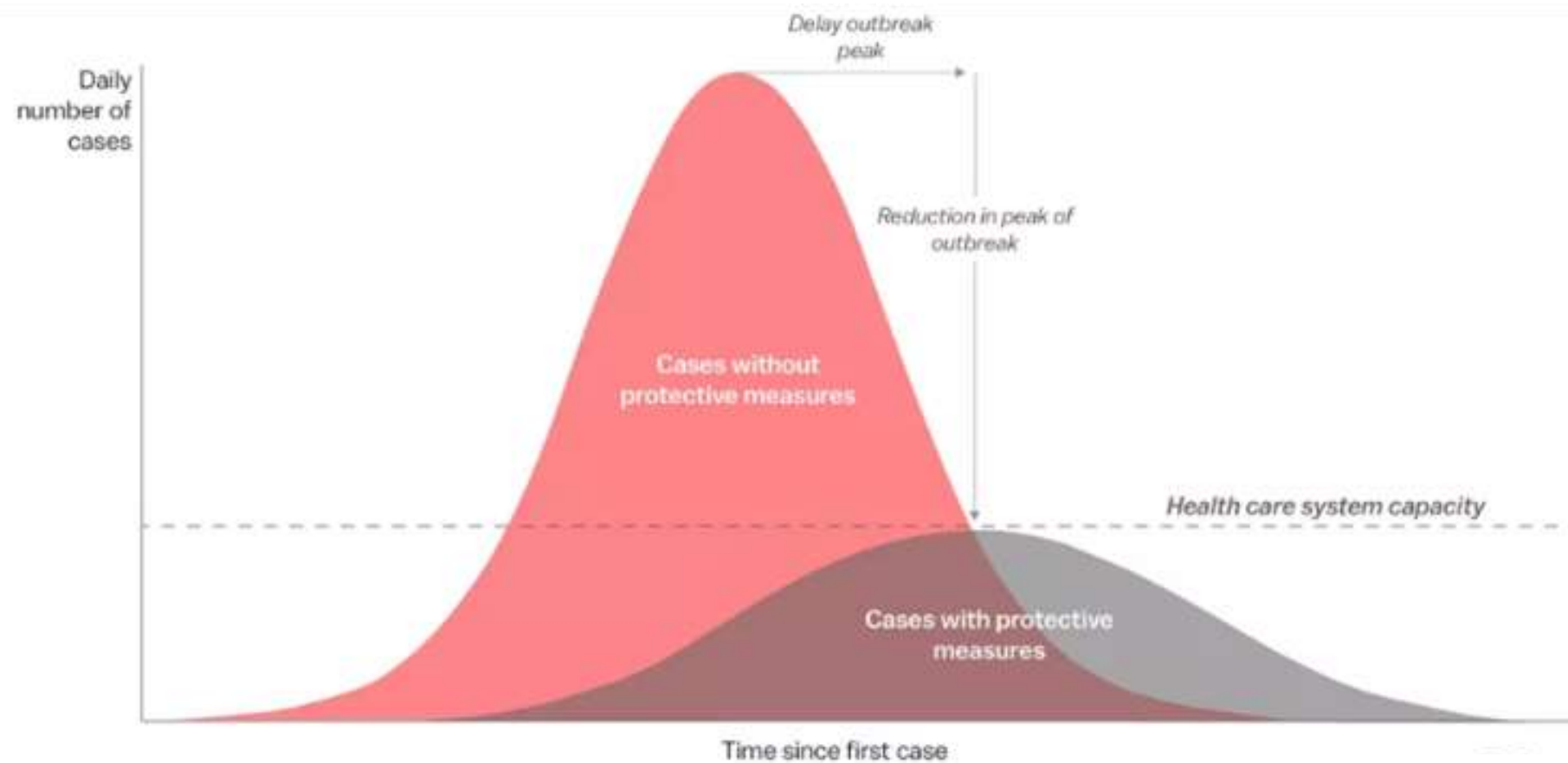
Nisa Amoils Contributor
Nisa Amoils Individual Contributor
ForbesWomen

f Wash your hands, social distance, isolate! Humans are doing their part to fight COVID-19, but the technology side of the



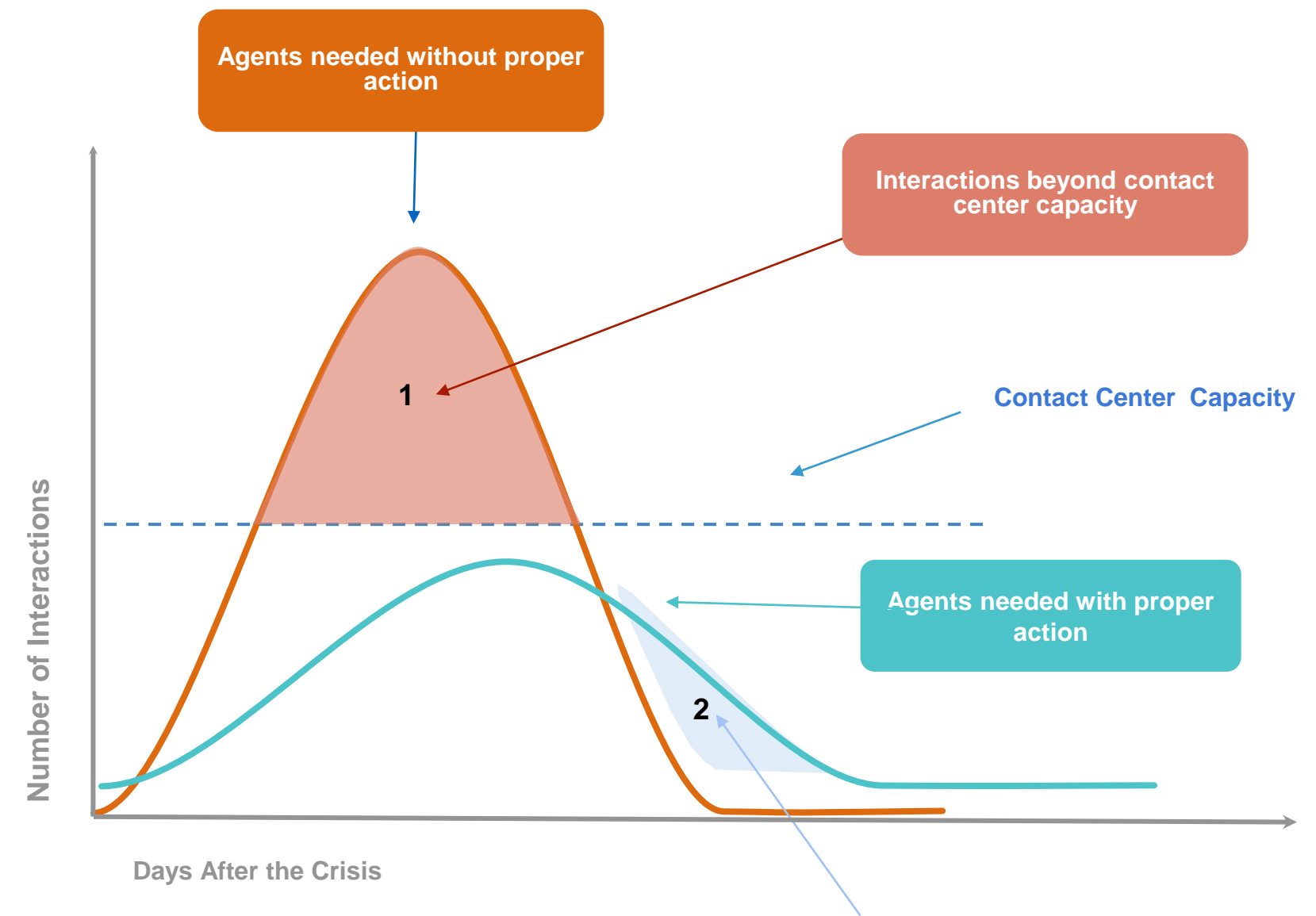
The Role of Artificial Intelligence in Times of Crisis

Healthcare System Curve



Source: CDC

Contact Centre Curve



AI Trends to Keep an Eye On



SELF-SERVICE



SUPER AGENTS



PROACTIVE DIALLING



AI Trends to Keep an Eye On



SELF-SERVICE



SUPER AGENTS



PROACTIVE DIALLING



SELF SERVICE - Virtual Agents



SELF SERVICE

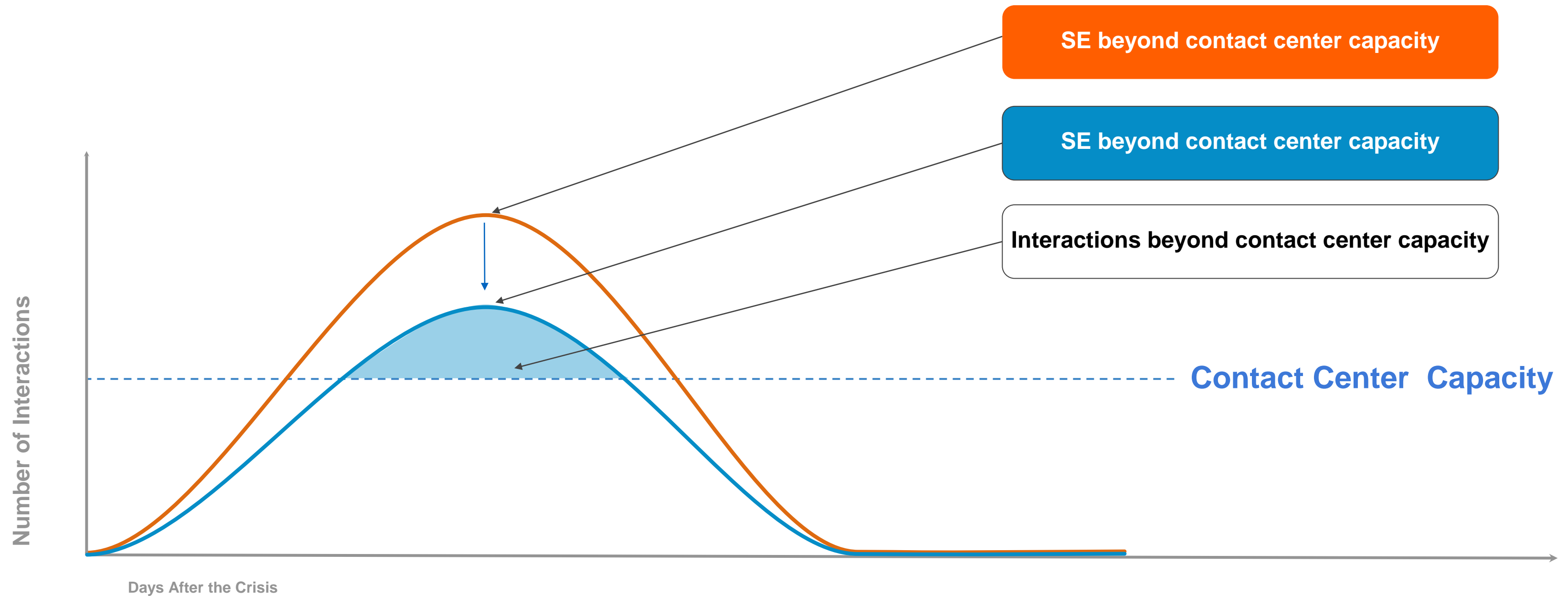
VIRTUAL AGENTS

- ★ Give insights
- ★ Perform tasks
- ★ Intelligent Handoff to Live Agents
- ★ Human-like Experience

- ADDRESS MOST FREQUENT QUESTIONS
- 24/7 CUSTOMER ASSISTANCE
- IMPROVE CONTACT CENTER EFFICIENCY
- EMPOWER AGENTS

The Role of Artificial Intelligence in Times of Crisis

Lowering The Contact Centre Curve



AI Trends to Keep an Eye On



SELF-SERVICE



SUPER AGENTS



PROACTIVE DIALLING



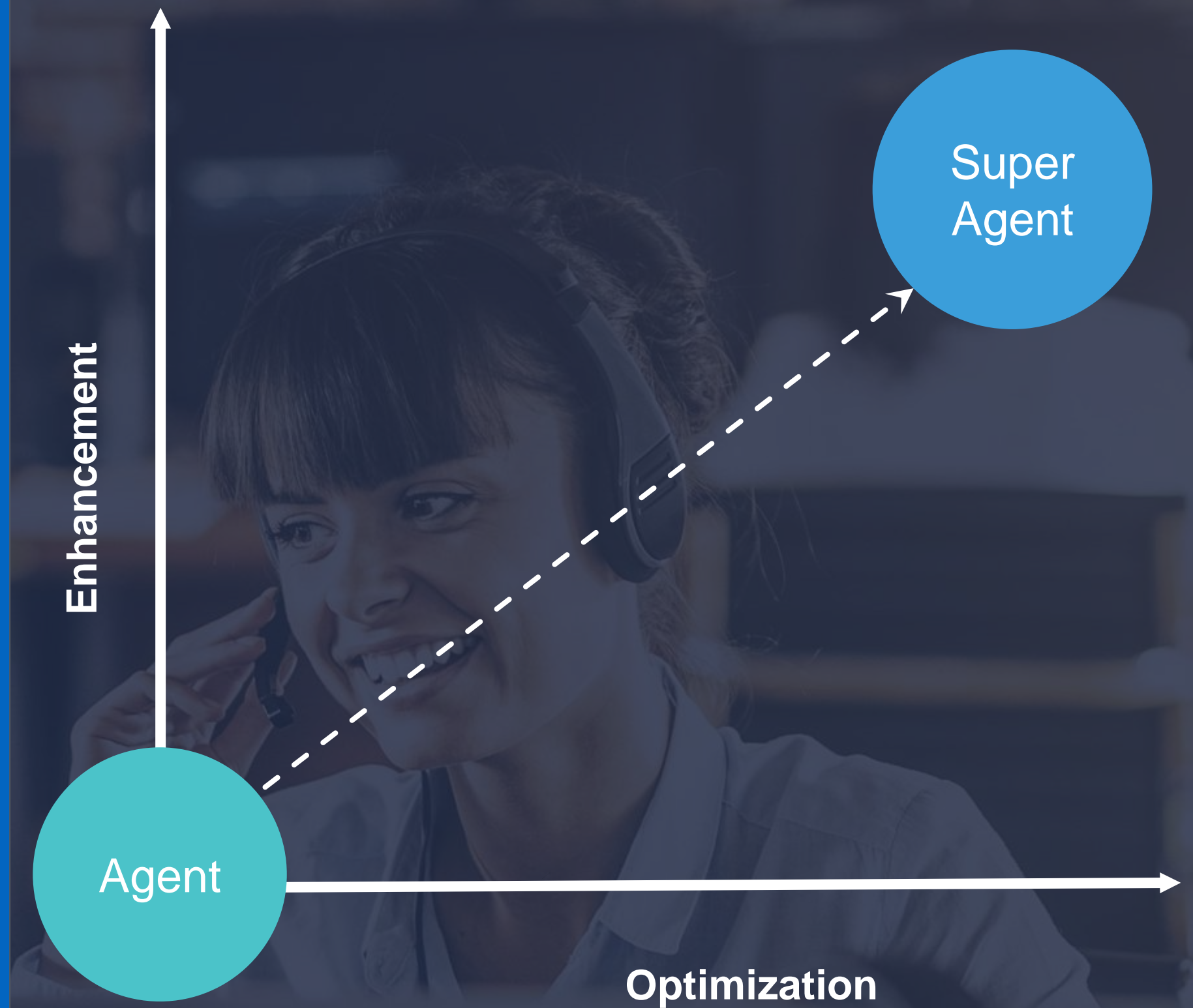
AI Can Turn Agents into Super Agents

Mapping the right problem to the right agent

Optimization

Brining the right insight at the right time

Enhancement



SUPER AGENTS: Agent Assistance



Customer



Agent

Agent Assist



Knowledge Base



CRM / CSM



Conversational Transcript

12

SUPER AGENTS

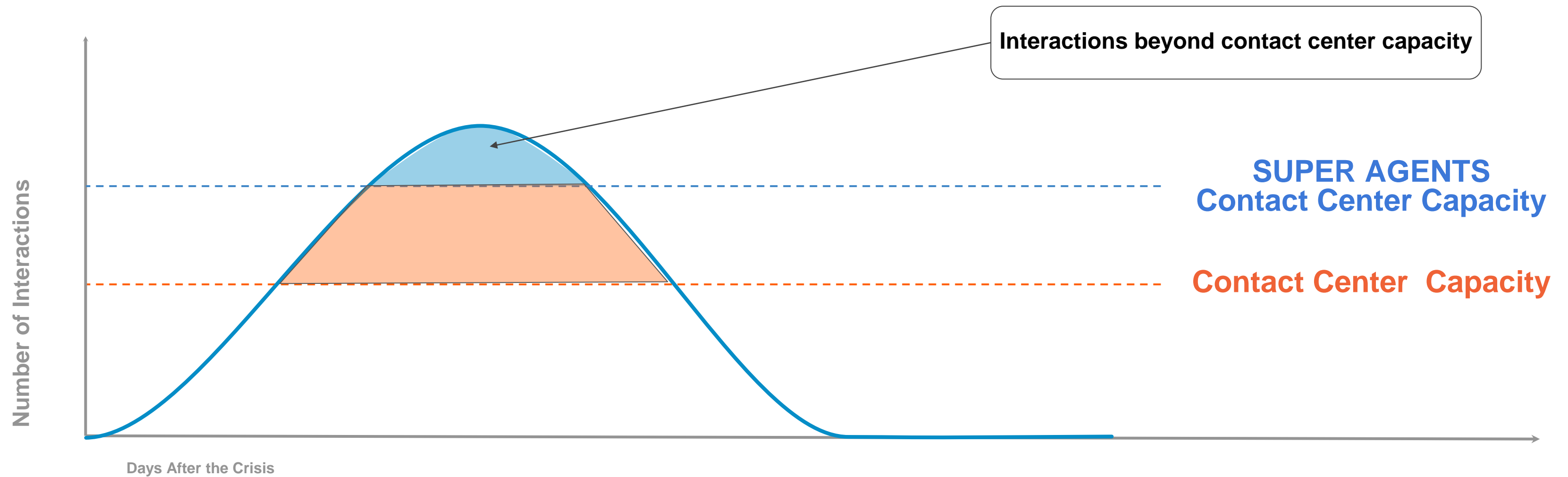
AGENT ASSISTANCE

- ★ Next best actions
- ★ Automatic data entry
- ★ Smart notes
- ★ Error detection

- **SIMPLIFY AGENT EFFORT**
- **REDUCE SUPERVISOR ASSISTANCE**
- **EXPEDITE AGENT PROFICIENCY**

The Role of Artificial Intelligence in Times of Crisis

Enhancing Contact Centre Capacity



AI Trends to Keep an Eye On



SELF-SERVICE



SUPER AGENTS



PROACTIVE DIALLING

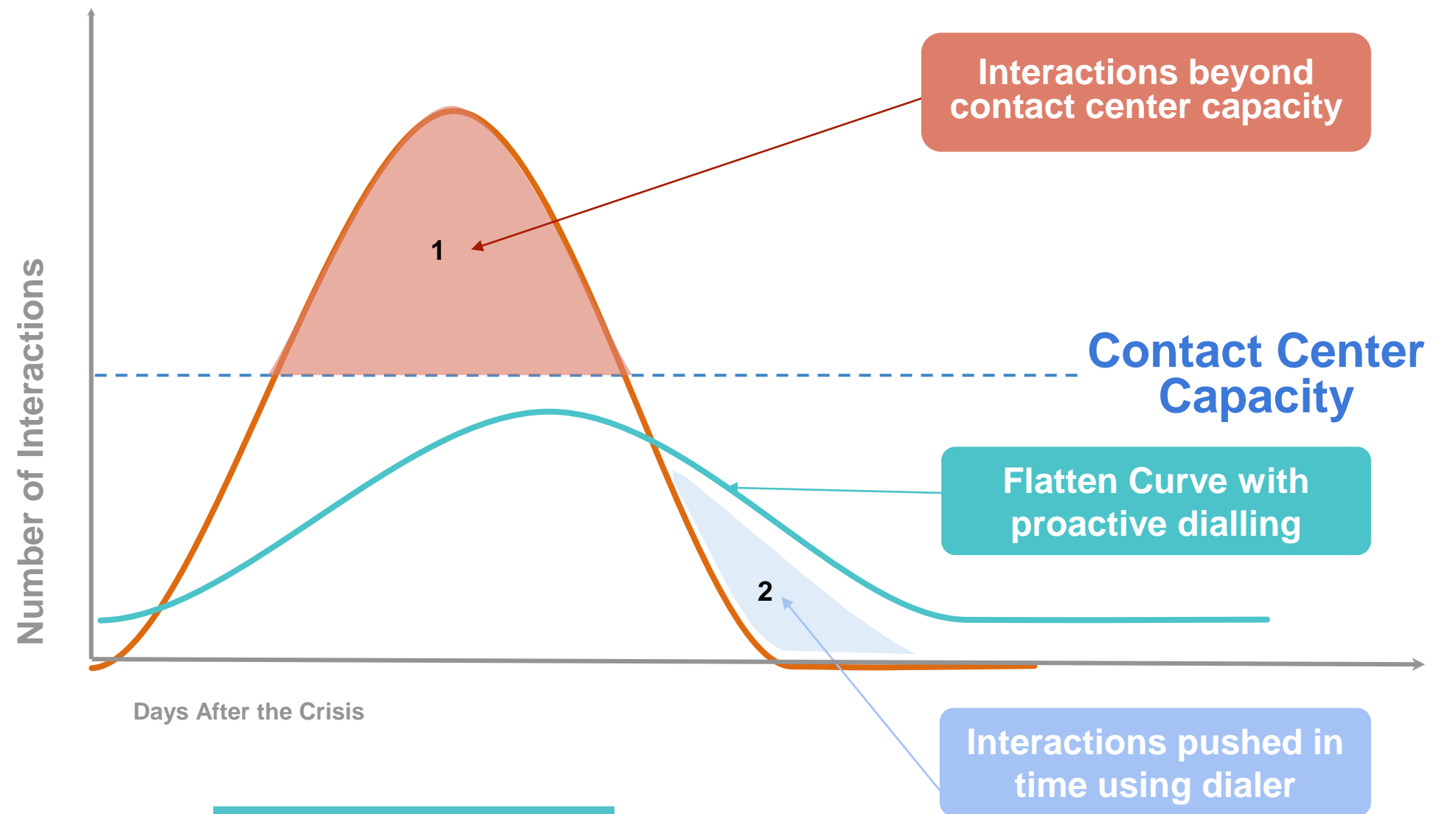


AI Trends to Keep an Eye On



PROACTIVE DIALLING

Flattening The Contact Center Curve



Talkdesk

End-to-end solution for delivering great customer experiences

Customer Engagement	Workforce Engagement	Enterprise Collaboration	AI & Knowledge	Analytics & Insights
Voice	Agent Desktop	Phone	Agent Assist	Dashboards (Live)
ACD	Mobile Agent	Messaging	Virtual Agent	BI (Explore)
IVR (Studio)	Workforce Mgmt.		Knowledge Base (Guide)	Speech Analytics
Outbound Dialer	Quality Mgmt.			Surveys
Omnichannel	Unified Recording			
Self-Service	Performance Mgmt.			
	Learning Mgmt.			

Talkdesk iQ, AI layer powering Talkdesk cloud suite

Talkdesk - Business Continuity

Talkdesk Boost for Business Continuity

Talkdesk Now

Talkdesk for Travel and Hospitality

Talkdesk Mobile Agent



Thank you.