The Contact Centre of the Future: Getting on board with AI

Not the future
of the contact centre

Also not the future of the contact centre

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Getting agents on board

Explain how AI can be their personal assistant

- Handles routine, repetitive tasks

- Frees agents up to focus on higher skilled, higher value tasks

- Drives faster resolutions by quickly delivering information to agents & customers

- Provides constant feedback & coaching to improve performance

AHT

After-call work

Screen changes

Manual searches

Productivity

Performance

Expertise

Coaching

Impact
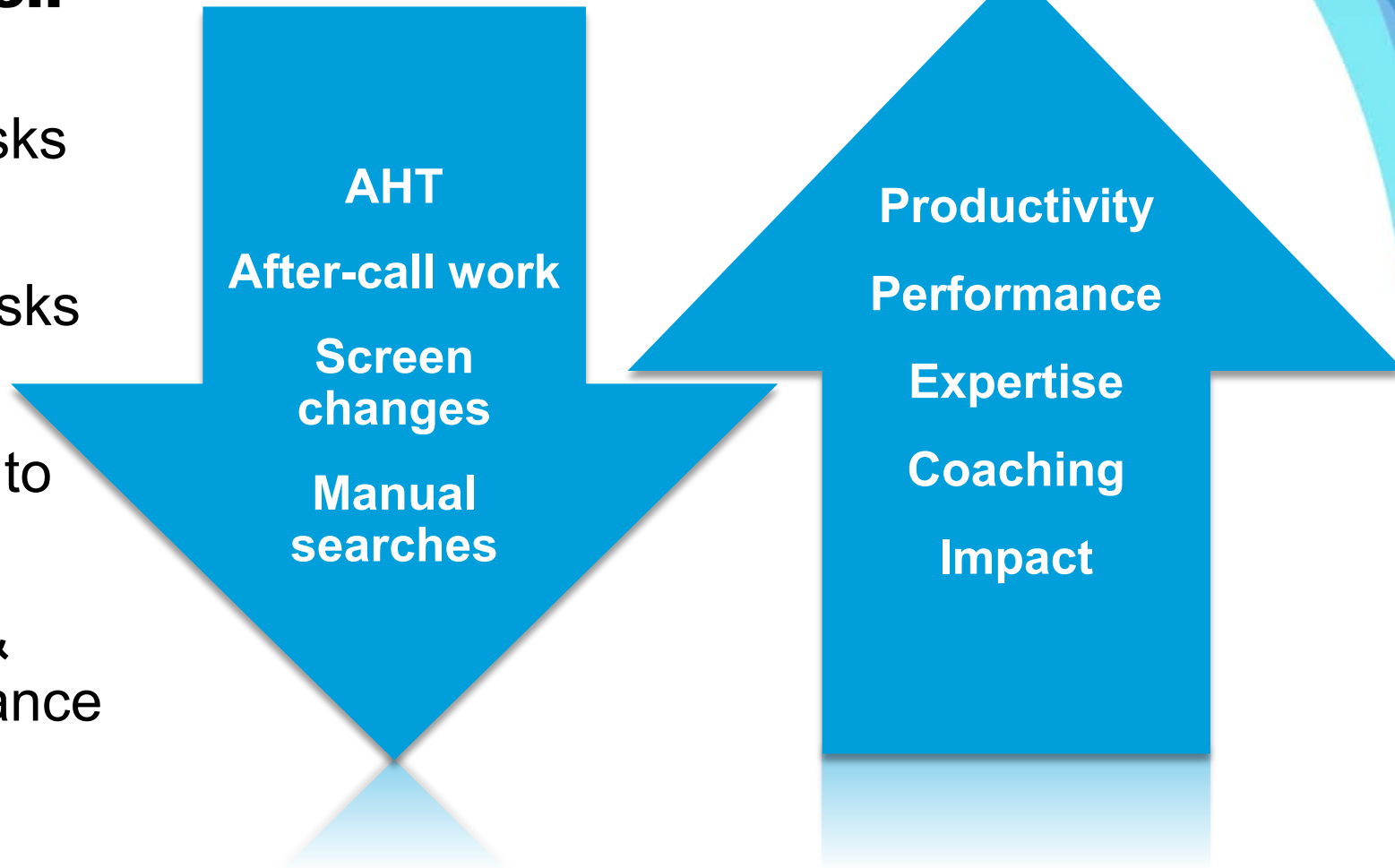
Getting managers on board

Show how AI saves time & improves performance

- Automates scheduling & forecasting
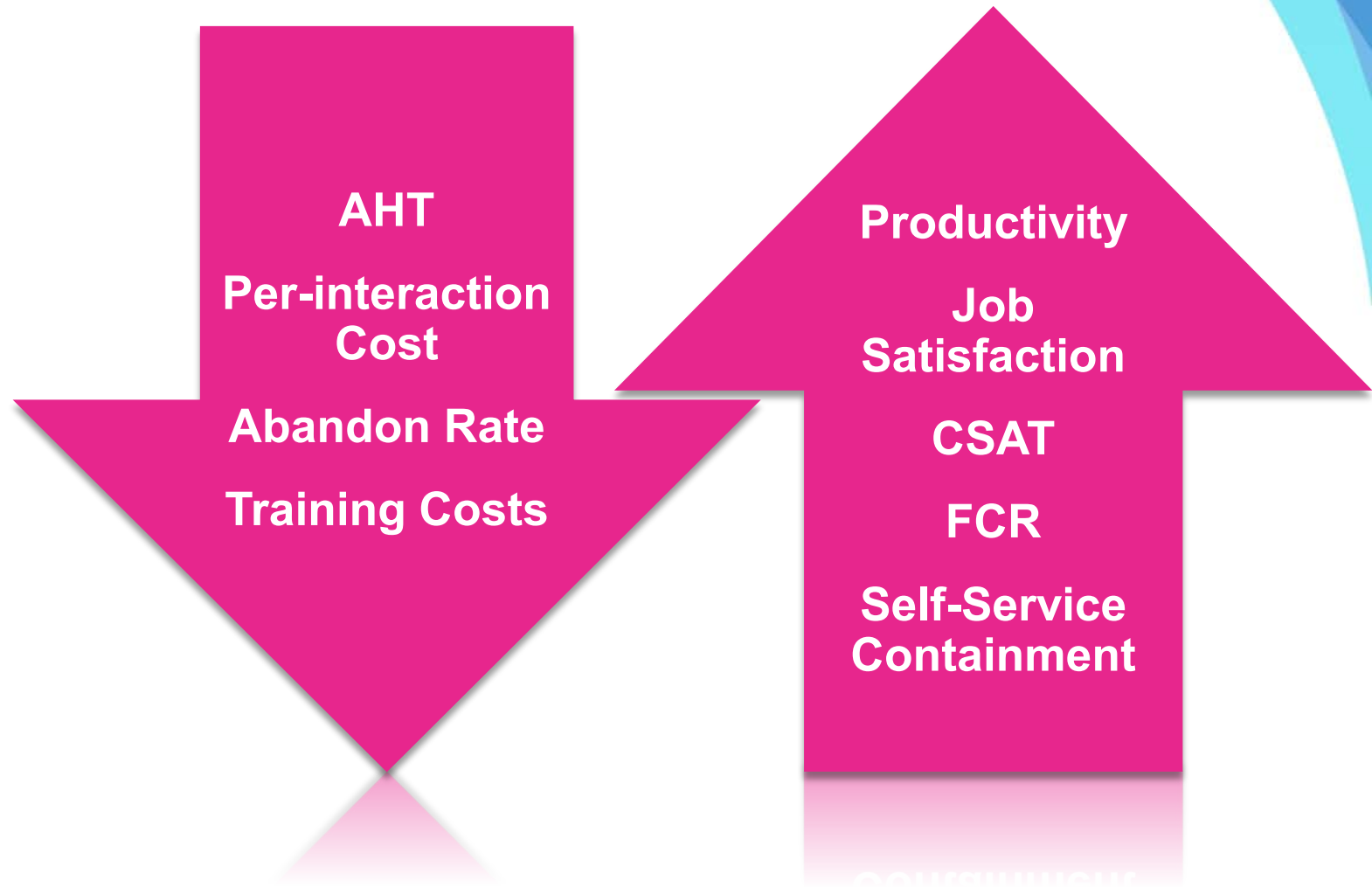
- Acts as a coaching co-pilot

- Lowers AHT, costs, attrition

- Boosts agents performance

- Improves ESAT & CSAT

AHT

Per-interaction Cost

Abandon Rate

Training Costs

Productivity

Job Satisfaction

CSAT

FCR

Self-Service Containment
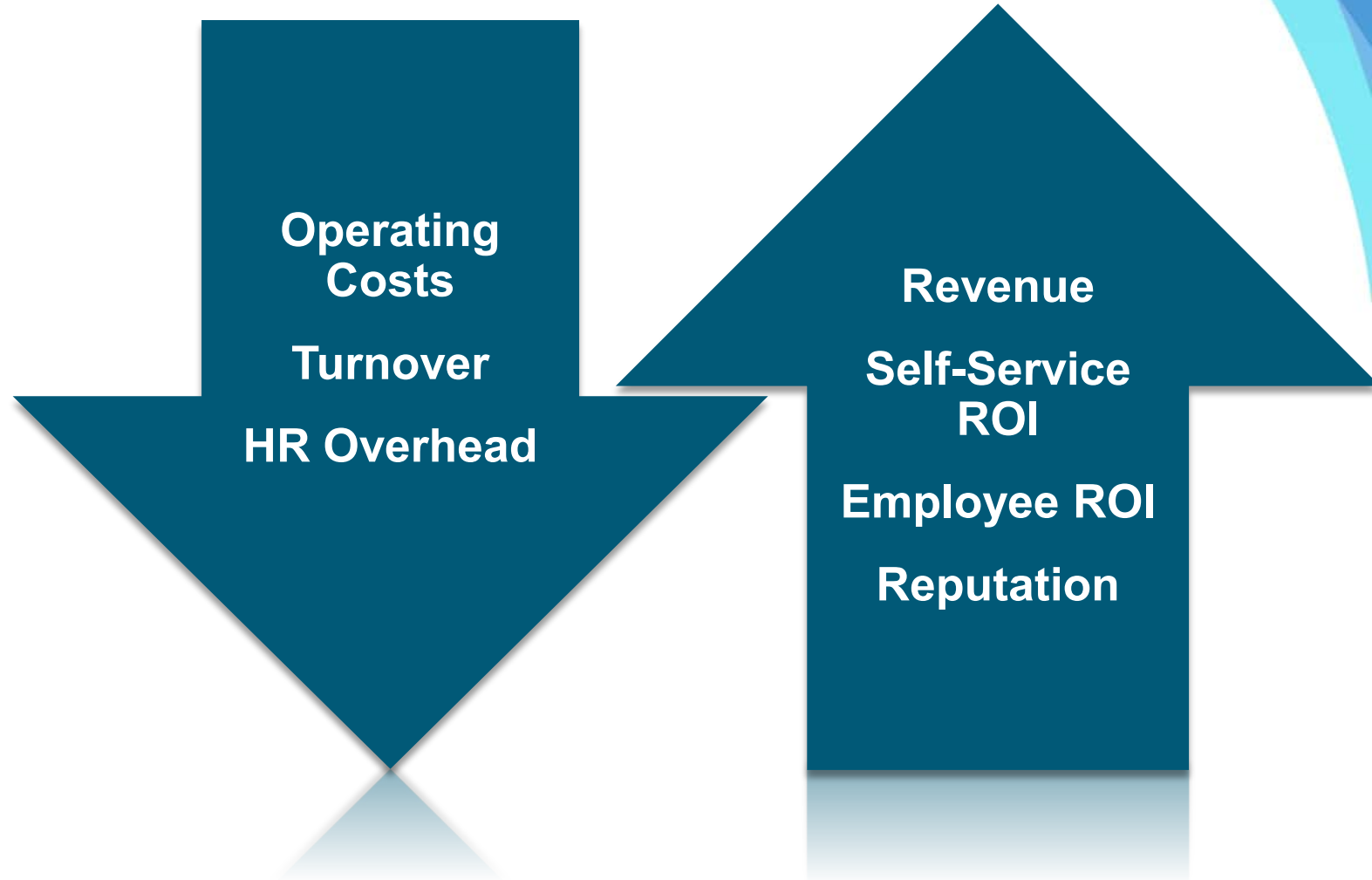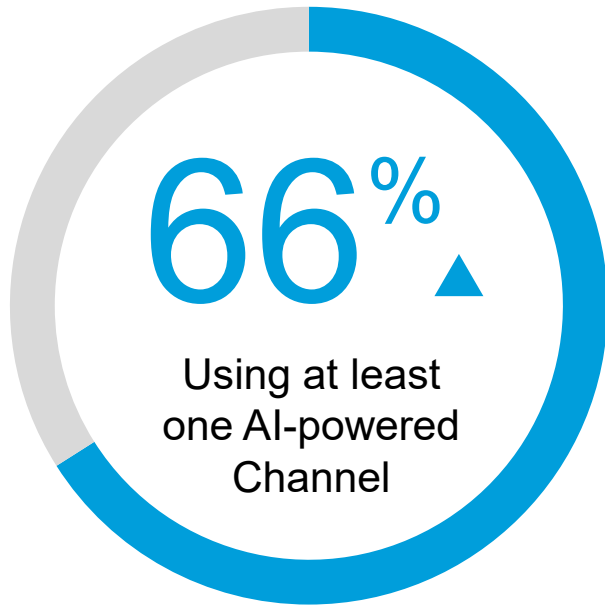
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Getting executives on board

Show the numbers

- Lower per-interaction and training costs

- Higher ROI for self-service & employees

- More revenue from higher CSAT, loyalty & retention

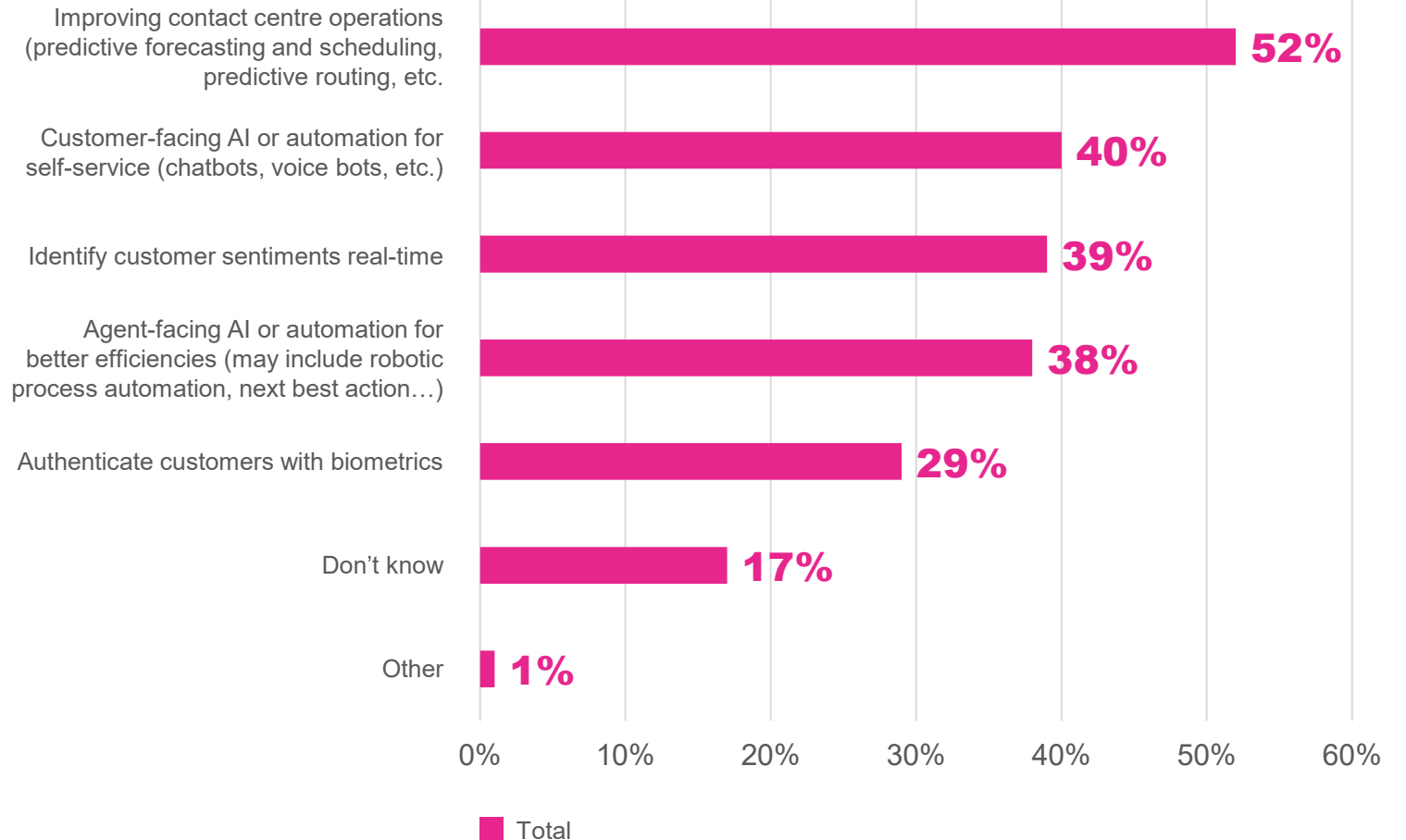- Positive impact on brand and personal reputation

Operating Costs

Turnover

HR Overhead

Revenue

Self-Service ROI

Employee ROI

Reputation

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How businesses are investing in AI

Investments increase

66% ▲

Using at least one AI-powered Channel

Up from 50% in 2019

▲
▼ Arrows indicate statistically significant difference between waves

AI Investments to Improve CX

Improving contact centre operations (predictive forecasting and scheduling, predictive routing, etc.	52%
Customer-facing AI or automation for self-service (chatbots, voice bots, etc.)	40%
Identify customer sentiments real-time	39%
Agent-facing AI or automation for better efficiencies (may include robotic process automation, next best action…)	38%
Authenticate customers with biometrics	29%
Don't know	17%
Other	1%

0% 10% 20% 30% 40% 50% 60%

■ Total

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All contact centre capabilities consolidated into **one platform**

Route calls and digital channels

Omnichannel Routing

Listen to your customers

Customer Analytics

AI & Automation

Schedule agents and keep them on message

Workforce Engagement

Open Cloud Foundation

Automate for speed and savings

Securely scale and customize operations
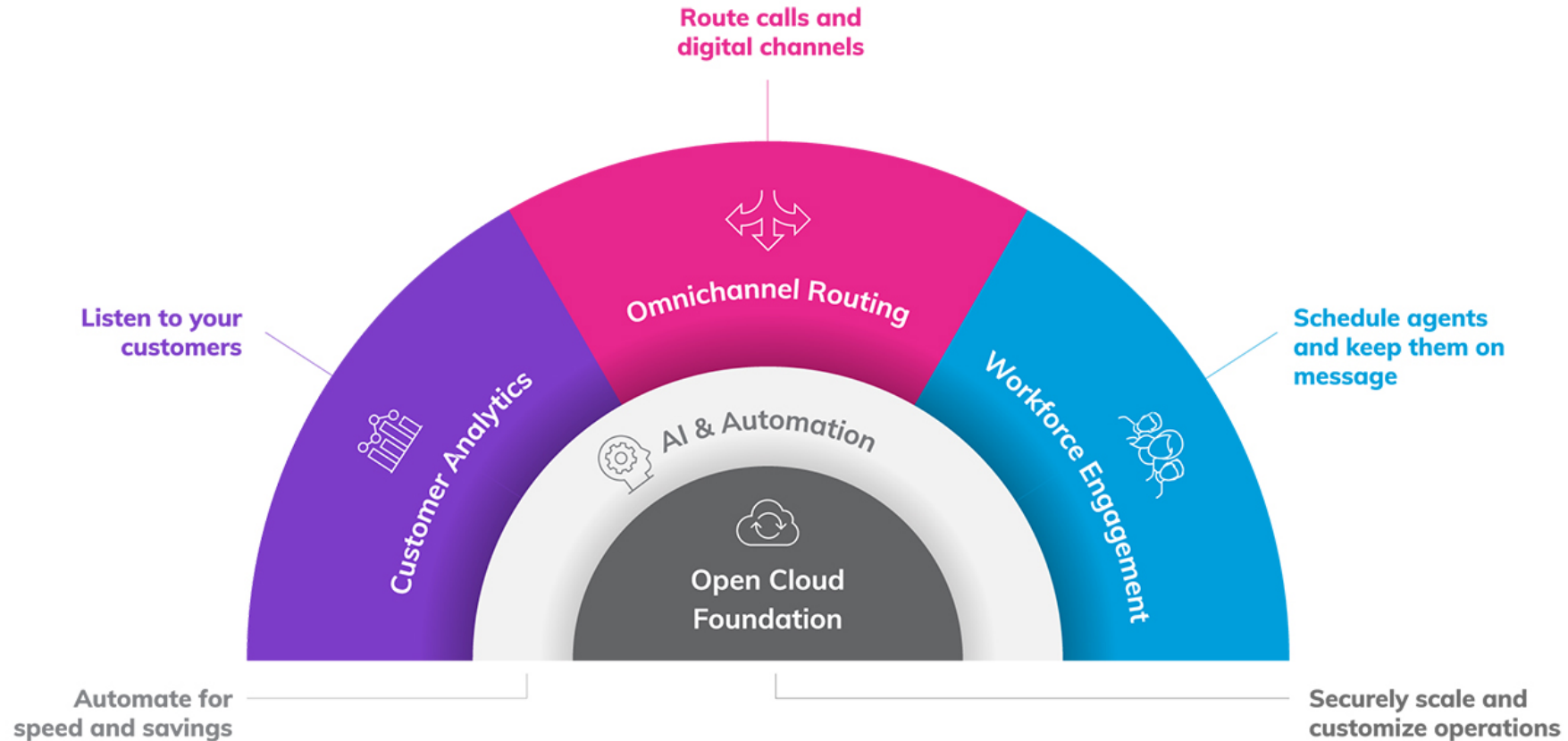
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one experience | **one** cloud | **one** destination | **one** step ahead

Thank You

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