

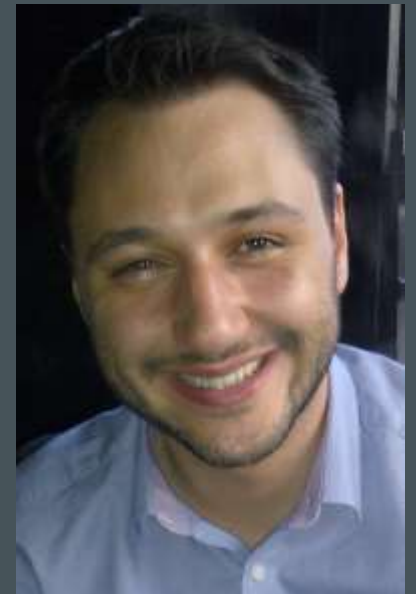
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# THE CONTACT CENTRE AGENT OF THE FUTURE - REVISITED

**BOB STELLA**

OPERATIONAL EFFECTIVENESS MANAGER @ KBC BANK IRELAND

INDEPENDENT CONSULTANT



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What will the agent of the future look like?

Universal Agents?

What one simple thing do we need to do?

What do we want our agent of the future to look like?

The least experienced people in our company?

How many things will our customers need us to do?

1) We  
choose how  
to develop  
our people



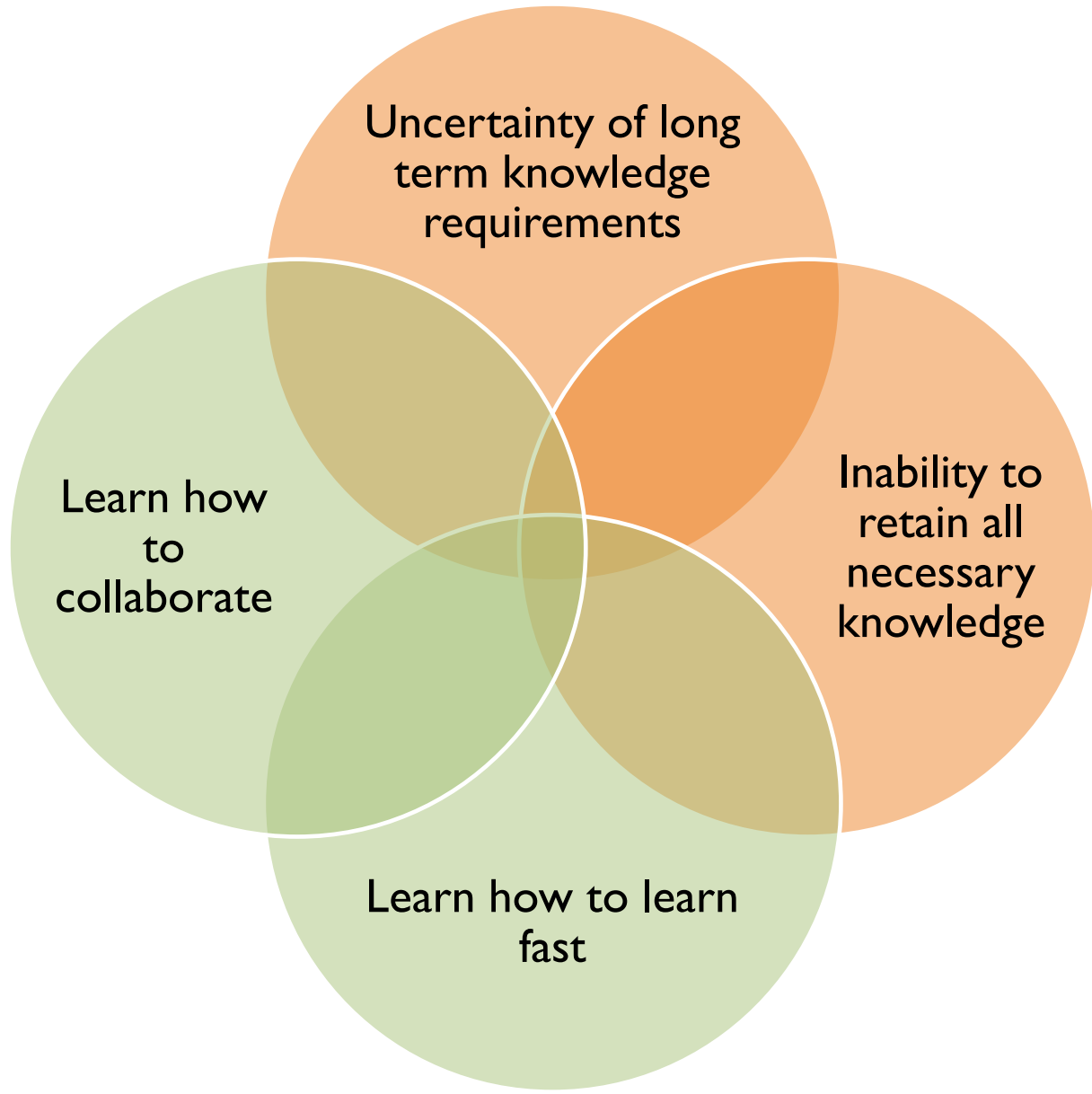
2) They are  
the least  
experienced  
people in  
our company



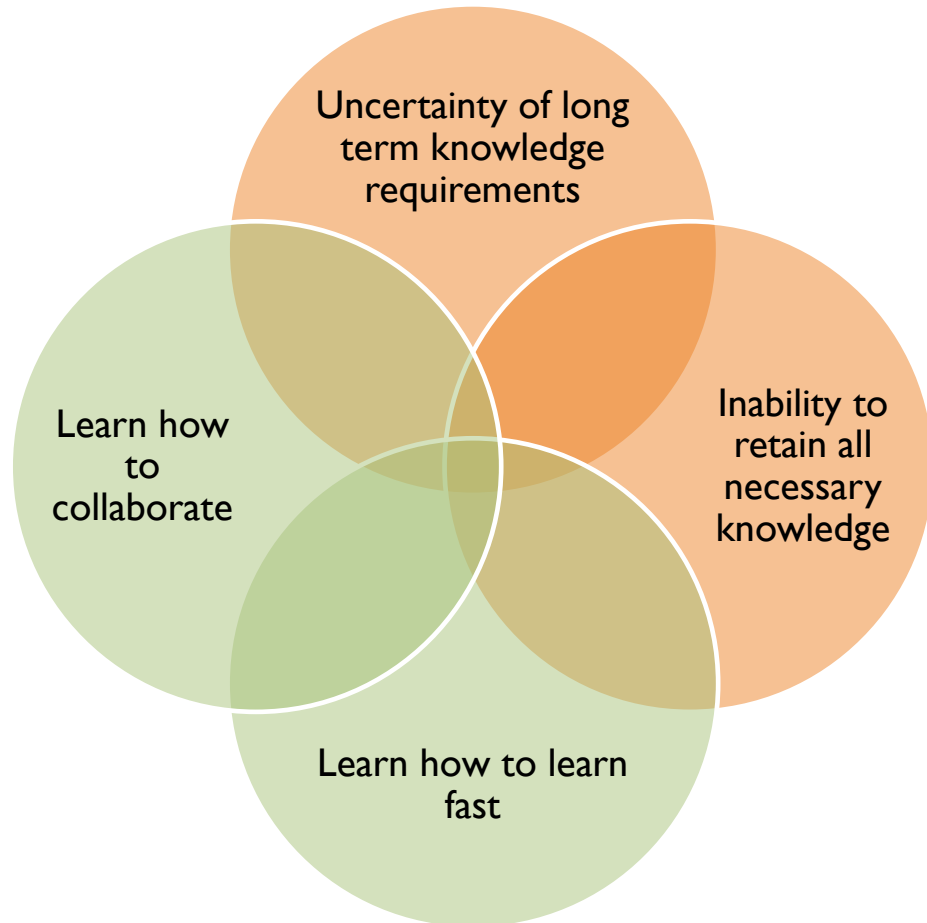
3) They will  
require a lot  
of different  
skills



One  
agent  
**CAN'T**  
do it all



## IS IT STILL RELEVANT?



## What could change?

Continued automation and digitalisation

Changing demand for flexibility of work

A global pandemic

# SYMPTOMS OF CHANGE

## Continued automation and digitalisation

Retention of complex work

Drive to seamlessly integrate with RPA / AI

## Changing demand for flexibility of work

Indirect access to colleagues and knowledge

Rapid digitalisation of processes and knowledge

Altered attrition and recruitment patterns

## A global pandemic

Increased absence

Changes to products and customer processes

Increased vulnerability and need for empathy

# ADAPTING



# BUILDING FORWARD

Our  
Society

Our  
Environment

Our  
Careers

Our  
Jobs

Know how to  
learn fast

Know how to  
collaborate

through diversity



# THANK YOU

BOB STELLA

