Beyond the Horizon: AI-Powered Contact Centers of the Future

Wednesday, March 20, 2024   2:00 PM Eastern Daylight Time   1 hour

In this webinar, we delve into the transformative realm of next-generation contact centers, where artificial intelligence takes center stage, and the impact it will have on customers and frontline support agents.

Diving into the next-generation of CX means discussing the modern agent experience and how it will evolve over the next few years. With 69% of leaders stating that they are empowering agents to focus on more complex work over the next 12 months, it seems this shift is imminent. Ensuring CX teams have the strategies and technology in place to support this next-step is not just critical but essential in 2024.

Join us to hear more about AI-powered experiences that are beyond the horizon: within reach and accessible for leaders who are ready for change. In unpacking how AI will shift operations and empower both employees and customers, attendees will walk away with a new perspective on the future of experiences.

Expected learnings and discussion points:

- Key areas that AI will impact most significantly.
- The Impact of AI on the agent experience: how it will transform frontline employees into consultative analysts.
- How to create a contact center that transcends the conventional, offering hyper-personalized and seamlessly integrated customer experiences.