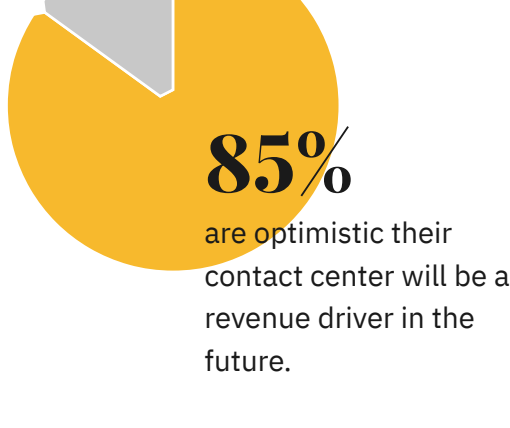


# What's the Contact Center look like in a post-pandemic world?

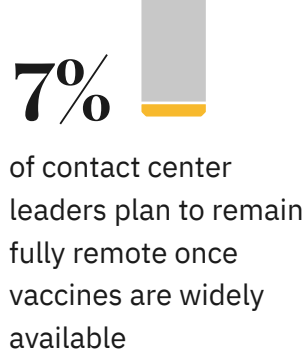
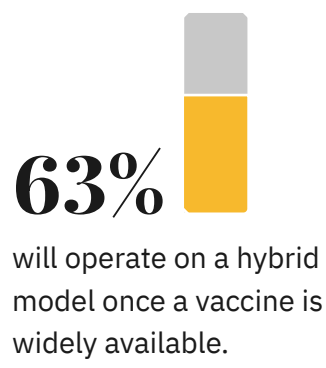
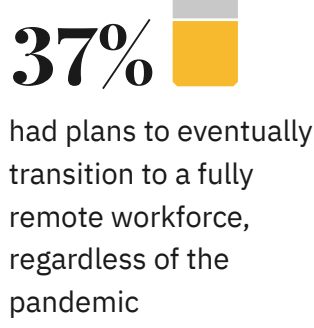
We interviewed over two hundred contact center leaders and asked them about 2020, their biggest challenges, future plans, and how they're feeling about the new world of work.



LEADERS ARE OPTIMISTIC, AND THEY'RE CONTINUING TO HIRE ACROSS THEIR CONTACT CENTER.



**The hybrid workforce model is here to stay, but compliance is still a big concern.**



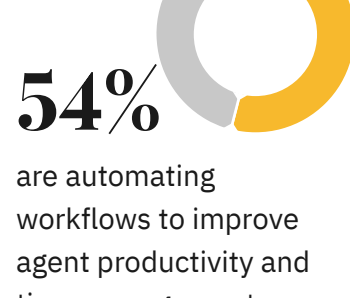
**35%**

say agent analytics is the primary technology they will purchase this year while looking to better understand performance remotely.



**Empowering and engaging a hybrid/remote workforce is critical.**

PEOPLE LEADERS ARE USING AGENT ANALYTICS TO DO MORE TO ENGAGE THEIR WORKFORCE:



*Retail and e-commerce contact centers are doubling down on offering personalized coaching and support.*

**69%**

of them plan to use it to improve agent experience.

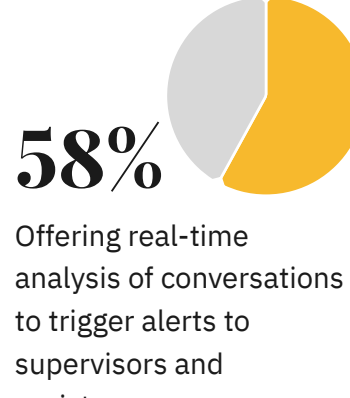
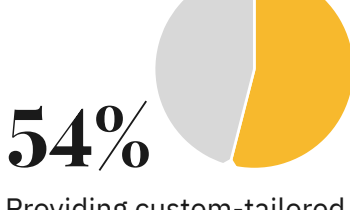
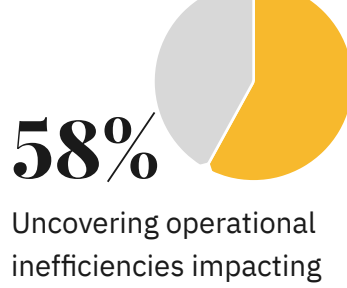
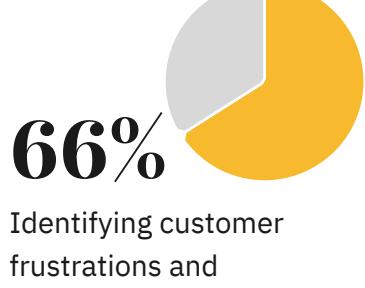
**Existing tech stacks are not keeping up with the demands of the new world of work.**



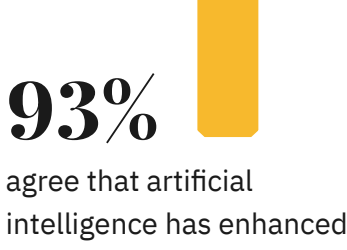
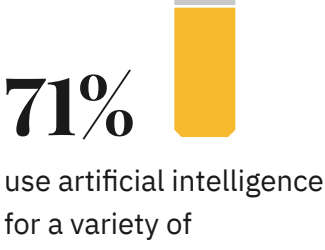
**35%**

believe that they need to implement new analytics technologies to achieve their analytics goals.

THE MOST POPULAR USE CASES FOR ANALYTICS INCLUDE:



**AI is the answer, and increasingly will be used to automate QA workflows and to coach and engage agents in realtime.**



**To get deeper insights into the new world of work, download the full The Post-Pandemic Contact Center Report.**



Source: The Post-Pandemic Contact Center Report" by Observe.AI. Data based on survey of 251 contact center leaders in March of 2021.

**OBSERVE.AI**