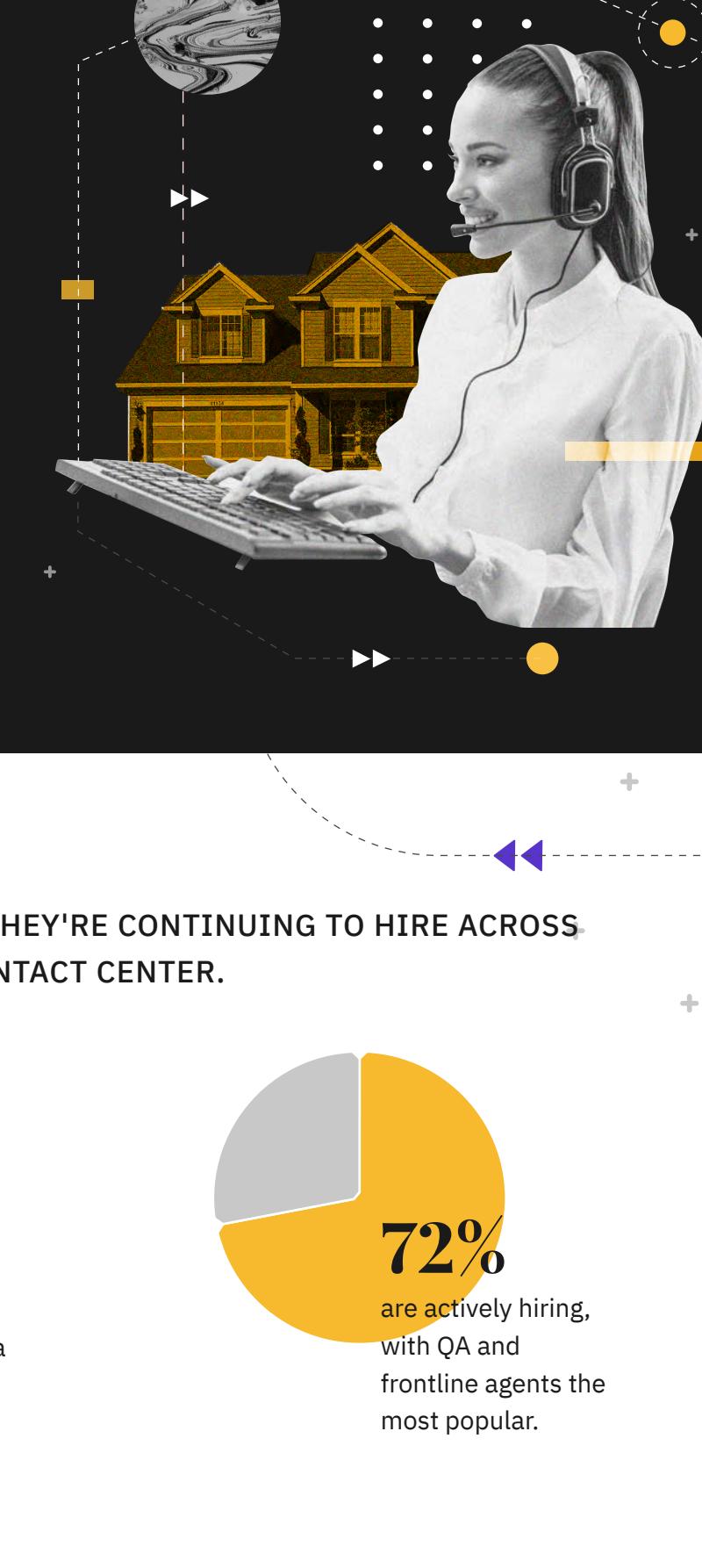
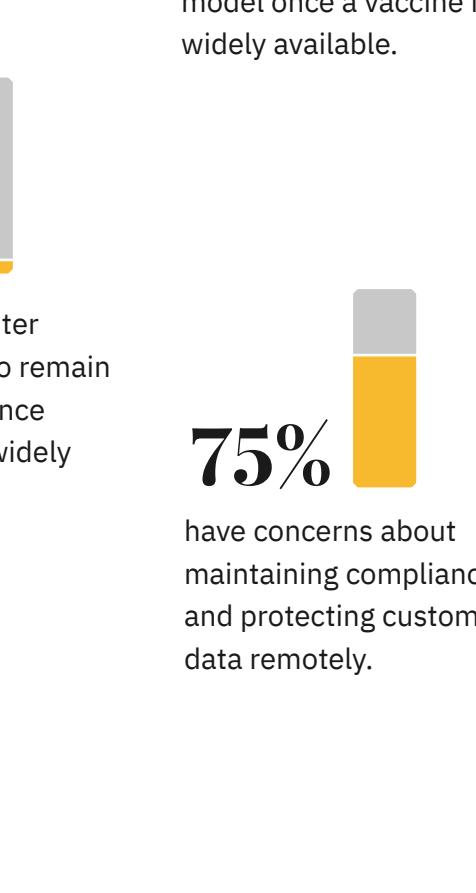


What's the Contact Center look like in a post-pandemic world?

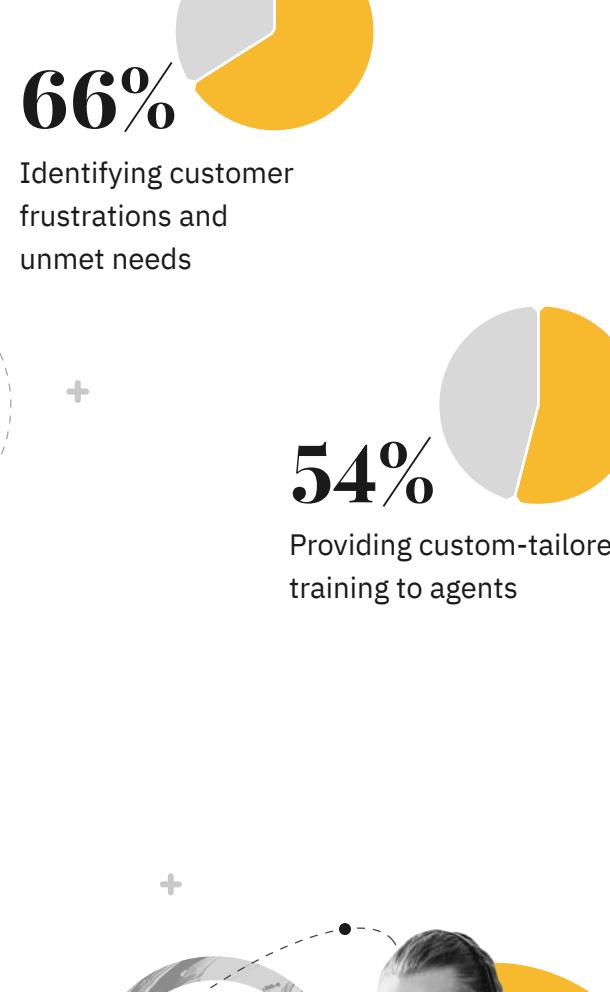
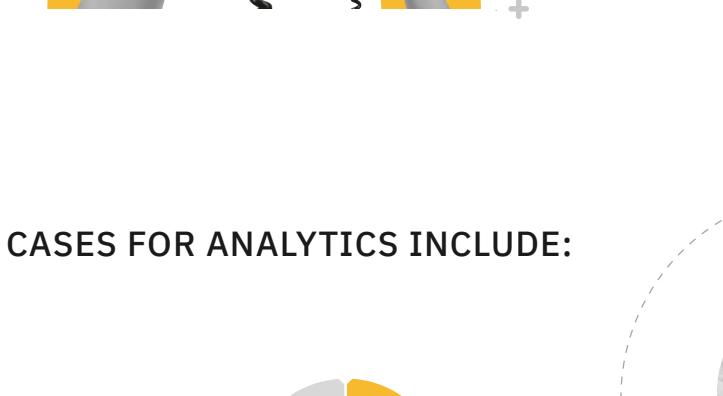
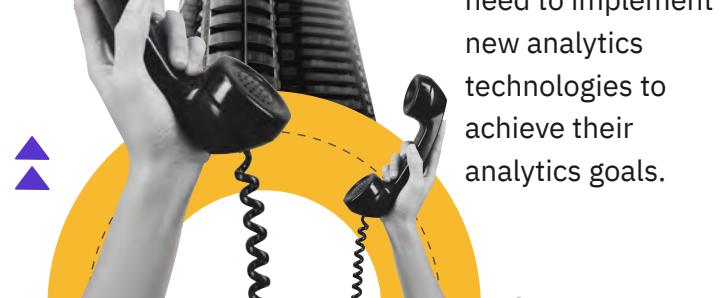
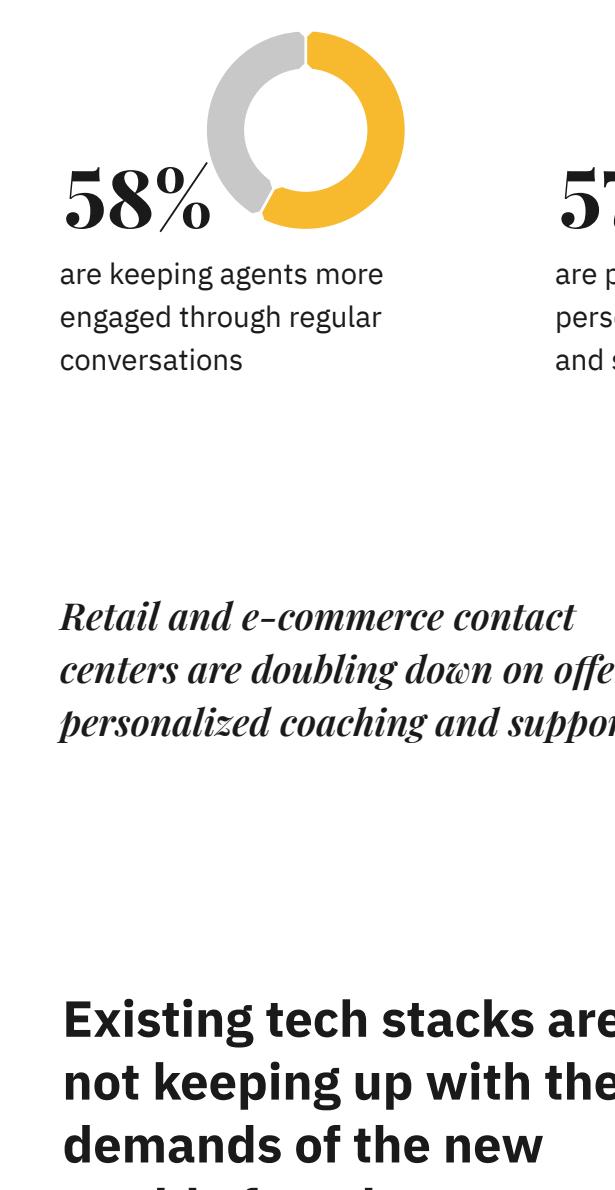
We interviewed over two hundred contact center leaders and asked them about 2020, their biggest challenges, future plans, and how they're feeling about the new world of work.



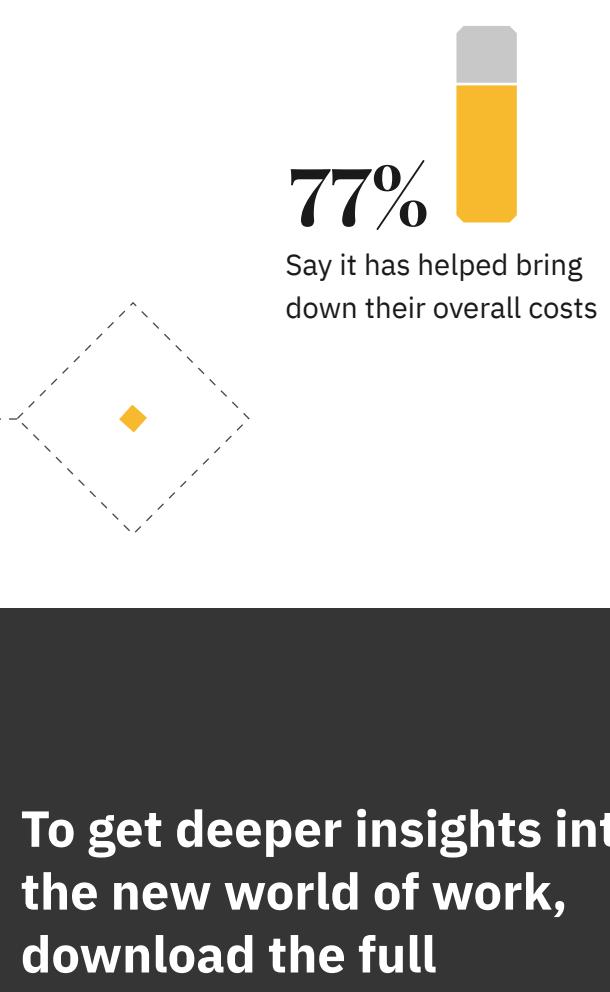
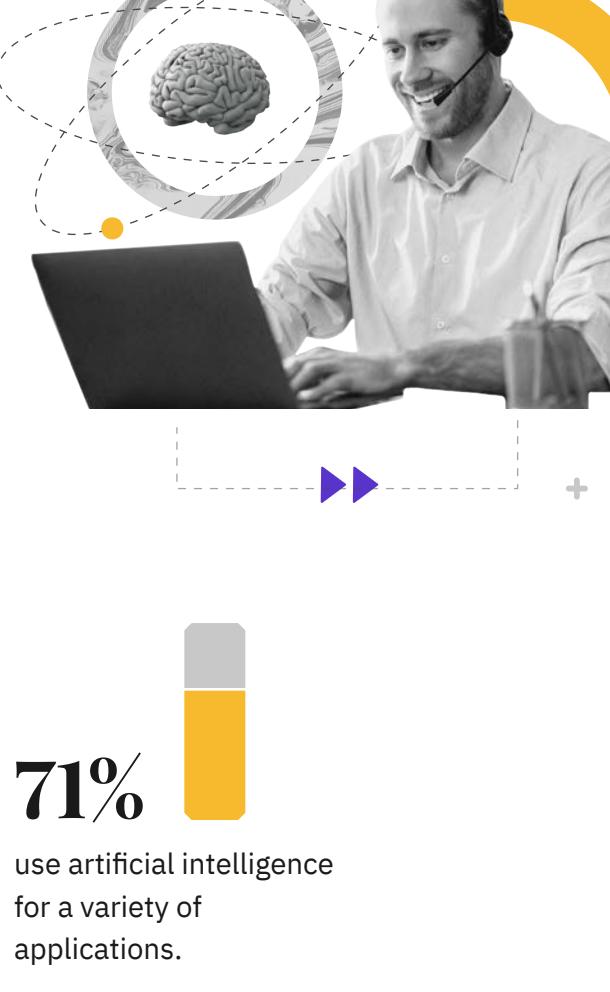
LEADERS ARE OPTIMISTIC, AND THEY'RE CONTINUING TO HIRE ACROSS THEIR CONTACT CENTER.



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



Empowering and engaging a hybrid/remote workforce is critical.



69%
of them plan to use it to improve agent experience.

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

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

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

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

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THE MOST POPULAR USE CASES FOR ANALYTICS INCLUDE:

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66%
Identifying customer frustrations and unmet needs

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54%
Providing custom-tailored training to agents

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58%
Offering real-time analysis of conversations to trigger alerts to supervisors and to assistance

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71%
use artificial intelligence for a variety of applications

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77%
Say it has helped bring down their overall costs

35%
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85%
say it has created more transparency

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AI is the answer, and increasingly will be used to automate QA workflows and to coach and engage agents in real-time.

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