

Video Transcript

The Future of the Digital Contact Center by Deloitte US

In today's connected world, customer expectations are changing. They expect quicker answers, shorter call times, and more choices. They swipe phone screens, access multiple channels and expect swift and clear resolutions to their problems 24 hours a day, 7 days a week.

Organizations are transforming to meet these expectations. They're reimagining contact centers using technology to reduce cost and better engage customers. In this new world the digital contact center reigns supreme. Agents know exactly what a customer needs. They use technology behind the scenes to deliver the right information and support. Agents are better equipped to listen and solve issues. Imagine using a customer's voice to confirm her identity, reduce call time, and improve security. No more last four digits, date of birth or mother's maiden name. Your vocal fingerprint secures the conversation.

Imagine virtual agents using voice cognition indistinguishable from human Agents freeing your workers to focus on complex issues. Imagine mining claims and call data to anticipate a call and answer a question before it's asked. Imagine AI enabled voice translation and data processing that delivers turn-by-turn navigation for agents to solve complex problems. No imagination required. The digital contact center is here today to better serve your customers making every minute cost less. Helping you get the right information to the right caller at the right time, improving service with less cost.

This isn't fiction or pure imagination, it's here today. Let's build your call center of tomorrow, today.