

# Contact Center AI Revolution

## 2024-2025 Innovation Landscape

Agentic AI Systems Delivering 400% Productivity Gains



80% Autonomous Issue Resolution by 2029



\$19.5B Market Value by 2034 (18.2% CAGR)



95% AI-Handled Customer Interactions by 2025



Leading Organizations Achieving Breakthrough Results

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# Agenda

## Revolutionary AI Features

- Agentic AI Systems
- Real-Time Coaching
- Omnichannel Integration
- Voice Biometrics Security

## Core Capabilities

- Speaker Diarization
- Call Summarization
- PII Detection
- Sentiment Analysis
- Responsible AI Framework

**Target: Transform Contact Centers into Revenue Drivers**

# Executive Summary

## Key Achievements

- ✓ 400% productivity gains achieved
- ✓ 80% autonomous resolution target
- ✓ 68% sales conversion improvement
- ✓ \$20M operational savings (Bell Canada)

**Market Projection: \$19.5B by 2034**

# Agentic AI Revolution

## Autonomous AI Systems

- Non-deterministic intelligence
- Configurable guardrails
- Natural language training
- 80% autonomous resolution

## Key Players

- Genesys Cloud AI Studio
- Amazon Connect Q
- NICE CXone Mpower
- Microsoft Dynamics 365

Performance Metrics	
Metric	Value
Resolution Rate	89%
Satisfaction	8.7/10
Handle Time	4.2 min
First Call Resolution	94%

**ROI: 400% Productivity Gains**

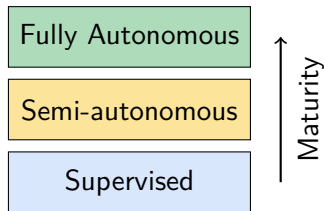
# Genesys Cloud AI Studio

## Non-Deterministic AI Features

- Natural language workflow creation
- AI Guides eliminate coding
- Configurable autonomy levels
- Real-time learning capabilities

## Implementation Benefits

- 40% of customers using AI
- Zero-code deployment
- Instant scalability
- Enterprise-grade security



# Real-Time Coaching & Predictive Analytics

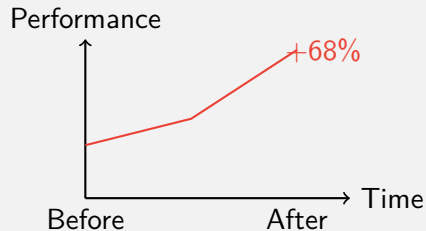
## Google Cloud AI Trainer

- Gemini-powered coaching
- Personalized recommendations
- Mood insights & prediction
- Contextual guidance

## Results

- 5X conversation growth
- 68% sales improvement
- \$20M operational savings
- 29% revenue increase

## IONOS Group Case Study



**Impact: 400% Productivity**

# Microsoft Dynamics 365 Copilot





## Copilot Capabilities

- Real-time suggestions
- Next-best-action recommendations
- 26 language support
- Dynamic language switching

## Performance Impact

Metric	Improvement
Handle Time	-39%
Satisfaction	+17%
Resolution Rate	+17%
Effort Score	-68%

## Live Coaching Features

-  Cognitive suggestions
-  Performance tracking
-  Team collaboration
-  Gamification

# Advanced Omnichannel Integration

## Seamless Channel Transitions

- Zero context loss
- Voice, chat, email, social
- Mobile-first authentication
- Unified agent desktop

## Key Partnerships

- Salesforce + Amazon Connect
- Google Cloud CCAI-P
- Microsoft Dynamics 365
- Genesys Cloud

