Accenture
CES Next + Agentic AI Modernization

Executive Summary

**This modernization transforms enterprise contact center operations
from intent-based Dialogflow to goal-driven CES Next with Agentic AI.**

Key Benefits:

- 14% increase in containment rate
- 80 second reduction in average handle time
- 0.4 point improvement in CSAT

For more information, visit our portal or contact Accenture.