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## REAL-TIME, ON-DEMAND SERVICE

Customer service issues aren't limited to business hours. Consumers expect to be able to reach you whenever an issue arises or when it best suits their schedule. An omni-channel approach that provides access across various channels makes this a reality.



2

## REMOTE CONTACT CENTRE AGENTS

This year may be the first time you have had your contact centre agents working remotely, and, like many other businesses, you may be realising the long term benefits of a more flexible work force. Reduced overheads, flexibility and business continuity are just some of the benefits you could enjoy.



3

## SELF-SERVICE CONTACT CENTRE

Can the issue be resolved with an IVR system, such as making a payment over the phone or reporting a service outage? Not having to enlist a call centre agent for every single issue aids with customer experience and can also help reduce call centre costs.



4

## CHATBOTS

AI can be integrated into online chatbots that can interact with customers, answer frequently asked questions, or escalate issues to agents who can reply or initiate a one-on-one conversation.



5

## ANALYTICS

Insights on customer behaviour can be used to create new products and speech analytics can be used to improve employee training.

FIVE  
TRENDS THAT  
WILL IMPACT THE  
CONTACT CENTRE  
OF THE FUTURE