Nurturing Agent Experience in an AI Environment

In the midst of AI’s ascent in the customer service sphere, this dilemma emerges: How can contact center leaders harmonize human acumen with the capabilities of AI, especially when faced with issues like high agent turnover, waning job satisfaction, and disjointed workflows?

We’re reaching out to industry visionaries to share their expertise on this transformative journey. Delve into the nuances of balancing agent autonomy with AI-driven efficiency, gauging performance metrics, and prioritizing agents’ emotional well-being. Your actionable insights have the potential to redefine the standards of agent experience in this AI-driven era.

Lend your expertise to our installment, Nurturing Agent Experience in an AI Environment Best Practices!

Live Roundtable Webcast: March 20, 2024
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