Business Value

Getting Connected

1. Includes process, UX and product improvements that enable tangible reduction in costs, such as labor savings, logistical improvements, faster execution and improved accuracy.

2. Includes process, UX and product improvements that enable top line revenue growth, such as improvements in personalization, customer satisfaction, user experience, employee productivity, and product improvement.

3. Includes process, UX and product changes that enable customer service representatives, field service, and face-to-face interactions that improve the satisfaction of customers.

4. Includes whether necessary underlying technologies are available, are in the market, and are mature enough to be successfully deployed.

5. Includes the ability of the organization to make the necessary policy, procedural and change management activities to adopt the solution.

6. Includes, in terms of risk, privacy, complexity and social acceptance of this type of solution.

Process Orchestration

1. Speech Analytics of Sentiment or Topics

2. Human-in-the-Loop Intent Tracking

3. Agent Workforce Scheduling

4. Predicting Customer Lifetime Value

5. Customer Journey Analytics for Next Best Action Mapping

6. Trusted Agent Passive Voice Biometrics

7. Offer Personalization

8. Visual Search for Customer Sales

9. Reducing of Personally Identifiable Information

10. Protocol Wrap Up With Test Analysts

11. Conversational Customer Assistants for Self-Service

12. Virtual Assistant for New Agent Onboarding

13. Real-Time Agent Coaching

14. Hyperautomation to Improve Fulfillment

15. Knowledge Graphs to Optimize Chatbot Conversation

16. Intelligent Contact Routing

Resource Management

17. Business case is intermittent and doesn’t apply to the process spanning the dotted line

Knowledge and Insights

18. Speech Analytics of Sentiment or Topics

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Cost

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Revenue

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Service Quality

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Technical Feasibility

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Organizational Readiness

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Customer Adoption

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Feasibility

1. Low

2. Medium

3. High

4. Very High