

“ We are currently using AI in our chatbot to respond to customer inquiries. We look to expand the number and scope of inquiries that can be resolved by customer self-service. We are also looking to add Agent Assist to help guide agents more quickly through customer inquiries and transactions.

— Workforce Management Optimization Manager, Medium Enterprise Financial Services Company

Source: Workforce Management Optimization Manager, Medium Enterprise Financial Services Company

:talkdesk[®]

TechValidate
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✓ Validated

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