

# Contact Center AI

#GCPsketchnote

@PVERGADIA THECLOUDGIRL.DEV 10.8.2020

Too many customer calls! Our support agents are overwhelmed!

We need a better solution.

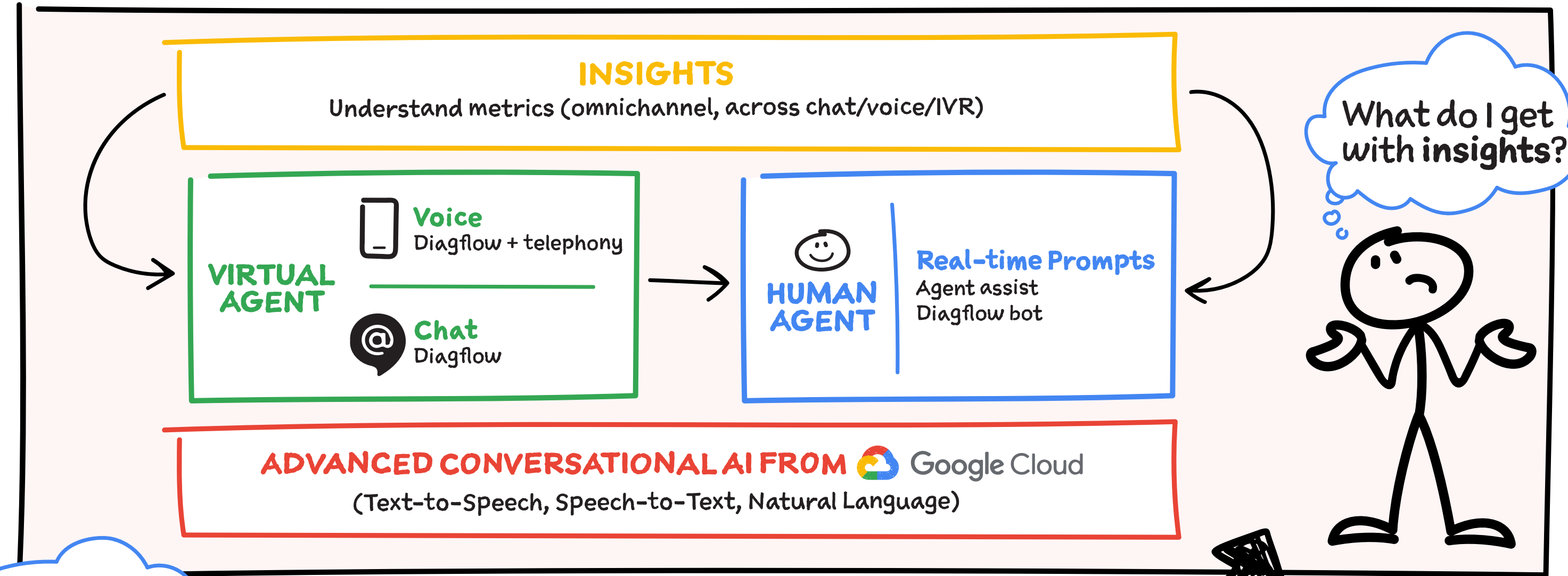
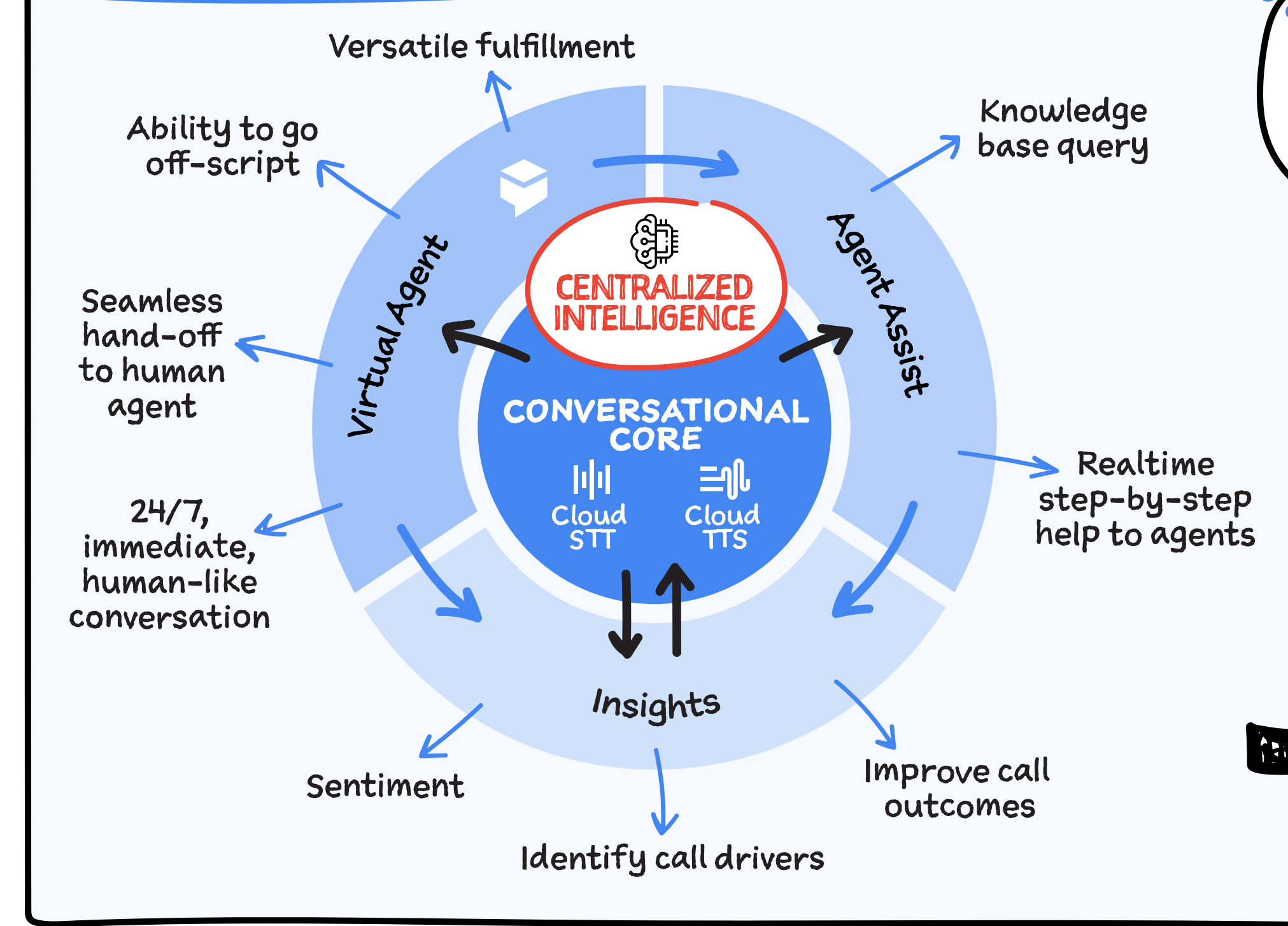
Our cost is high & our customers are not getting the best experience...

SYS ADMIN SAM

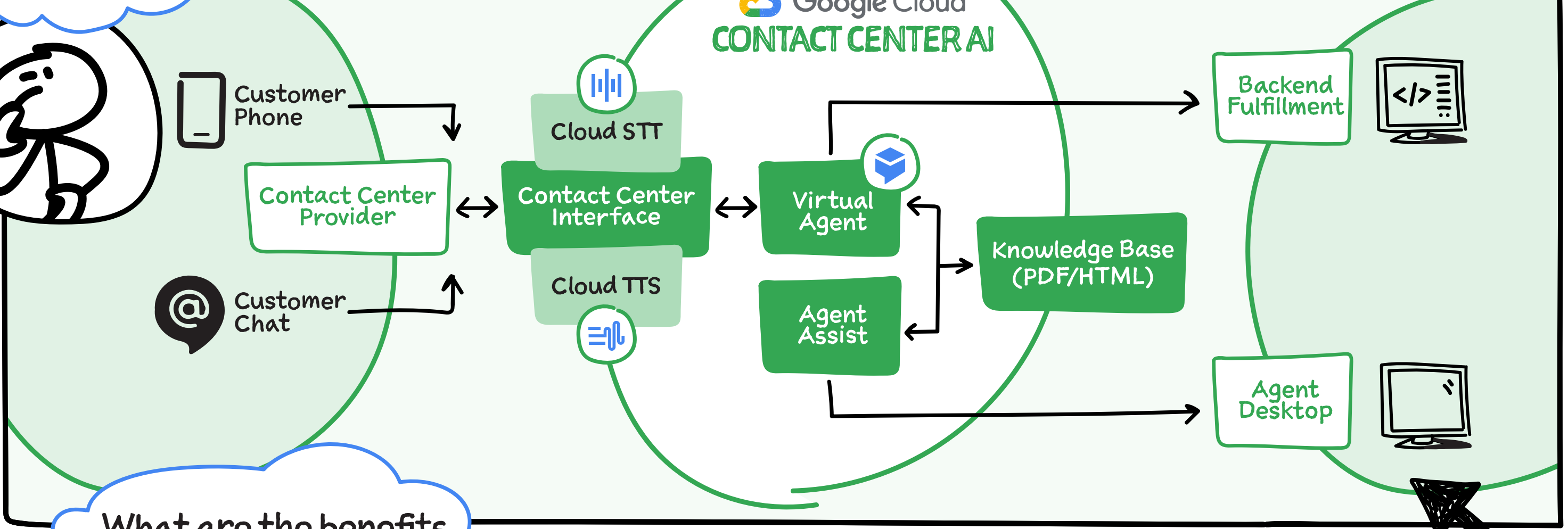
DEVELOPER ERIN

Contact Center AI!

## What is Contact Center AI?



## How does it work?



## What are the benefits of using CCAI?

- ✓ Increase CSAT
- ✓ Reduce cost
- ✓ Automate repetitive calls
- ✓ Free up human agents
- ✓ Gain insights
- ✓ Turn every agent into specialist