

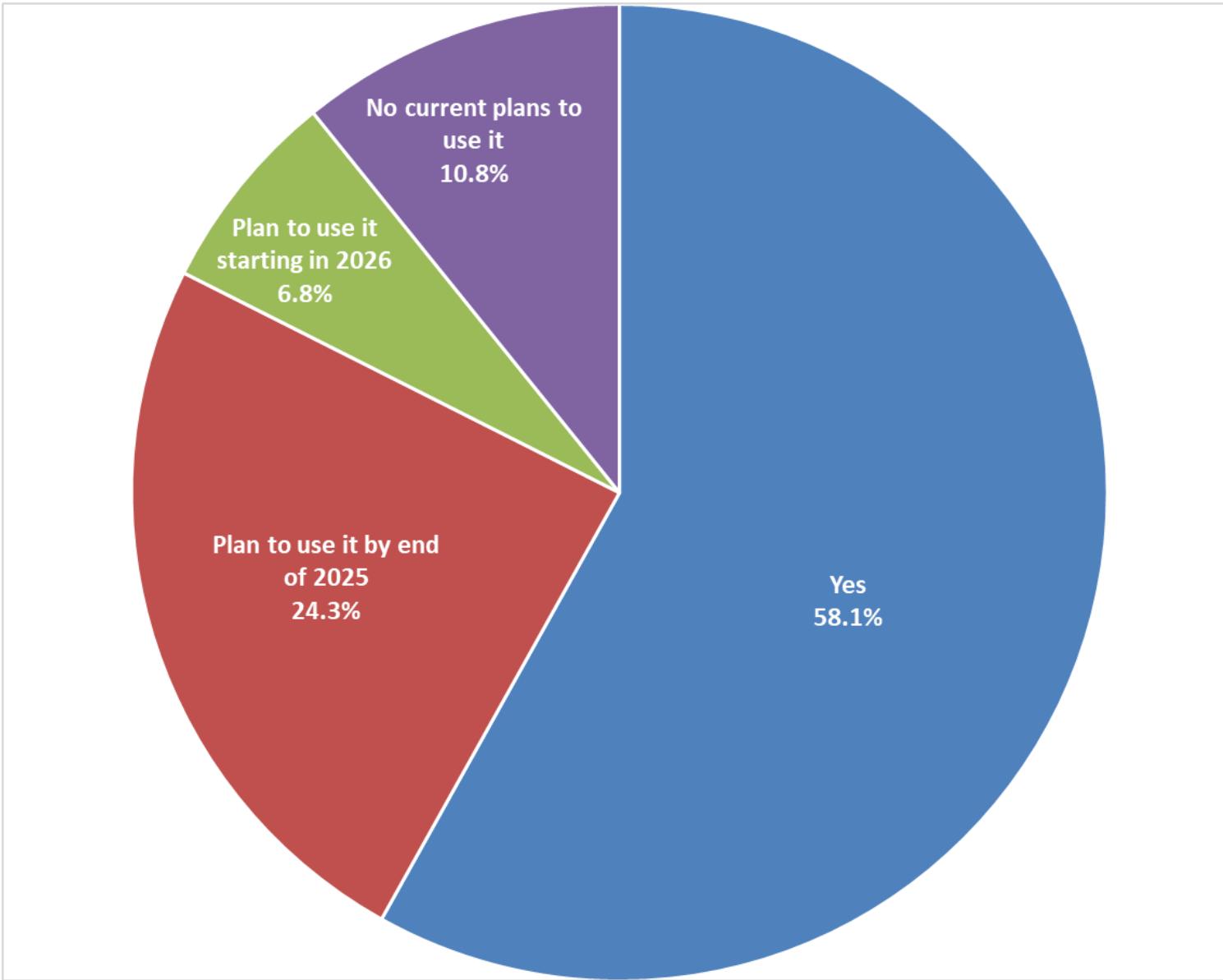


AI/GenAI CX Trends

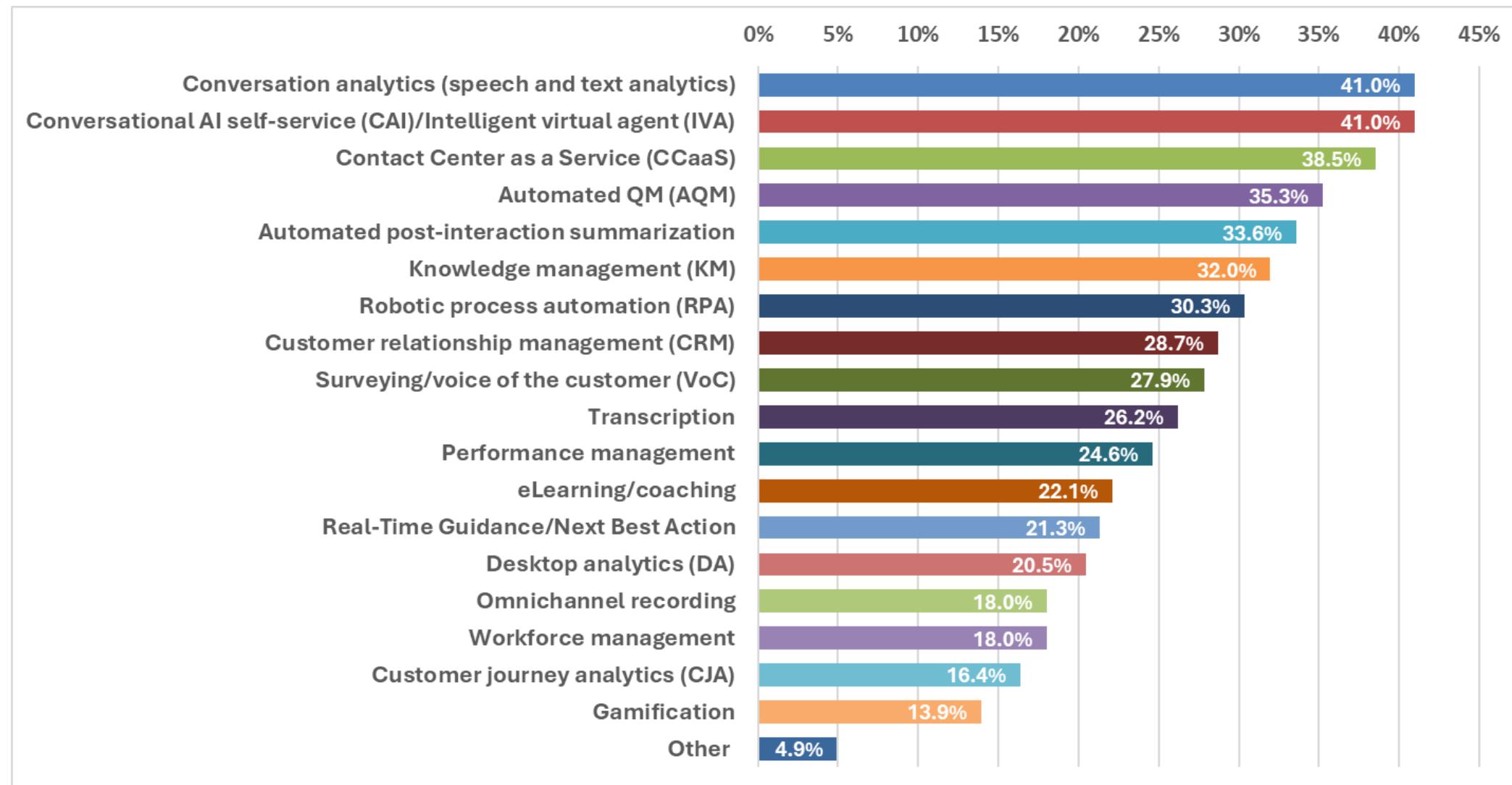
Survey Findings

December 2024

Is Your Contact Center Using AI/GenAI?



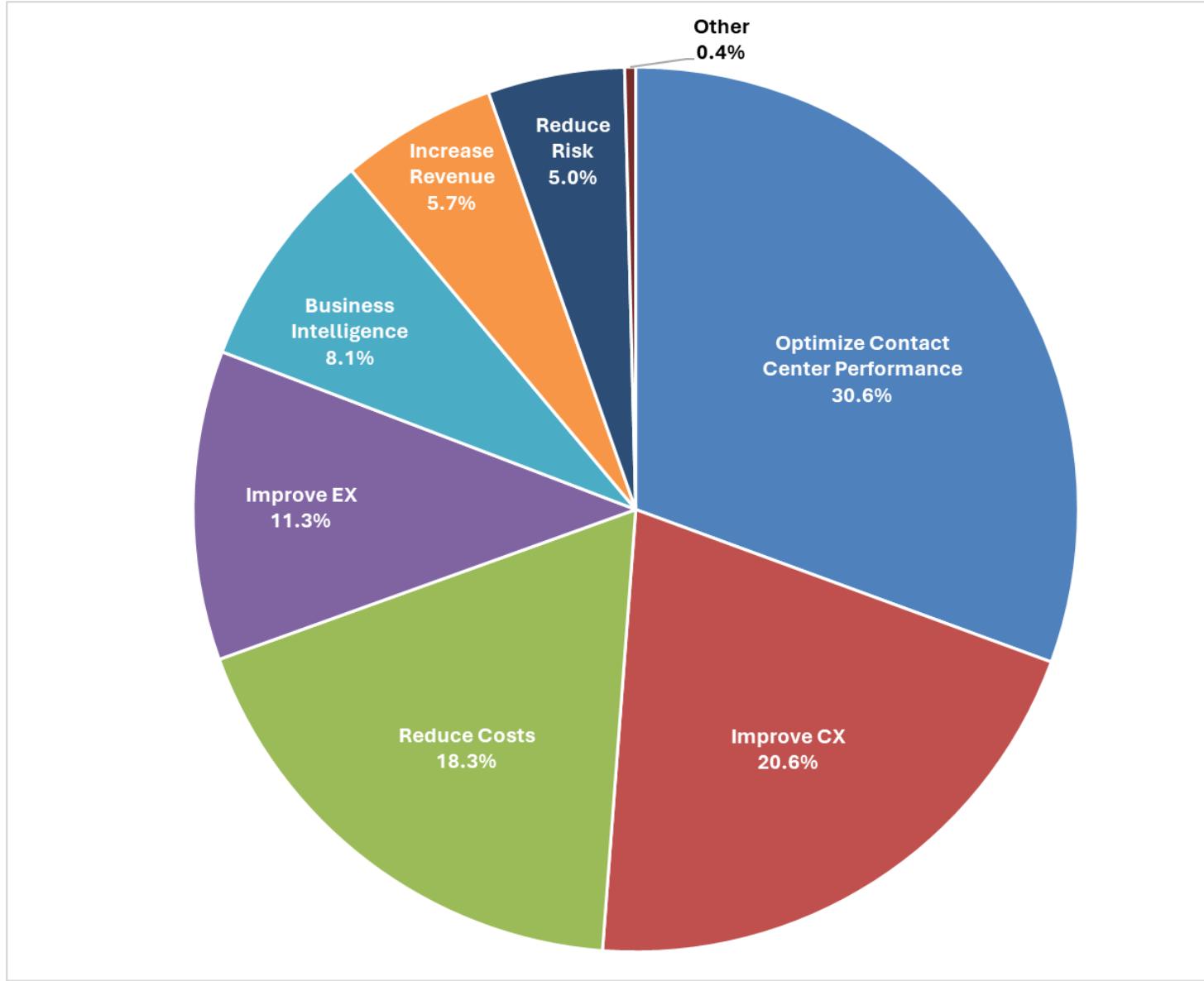
Which AI/GenAI-Enabled Applications Do You Have Now or Plan To Acquire By End of 2026?



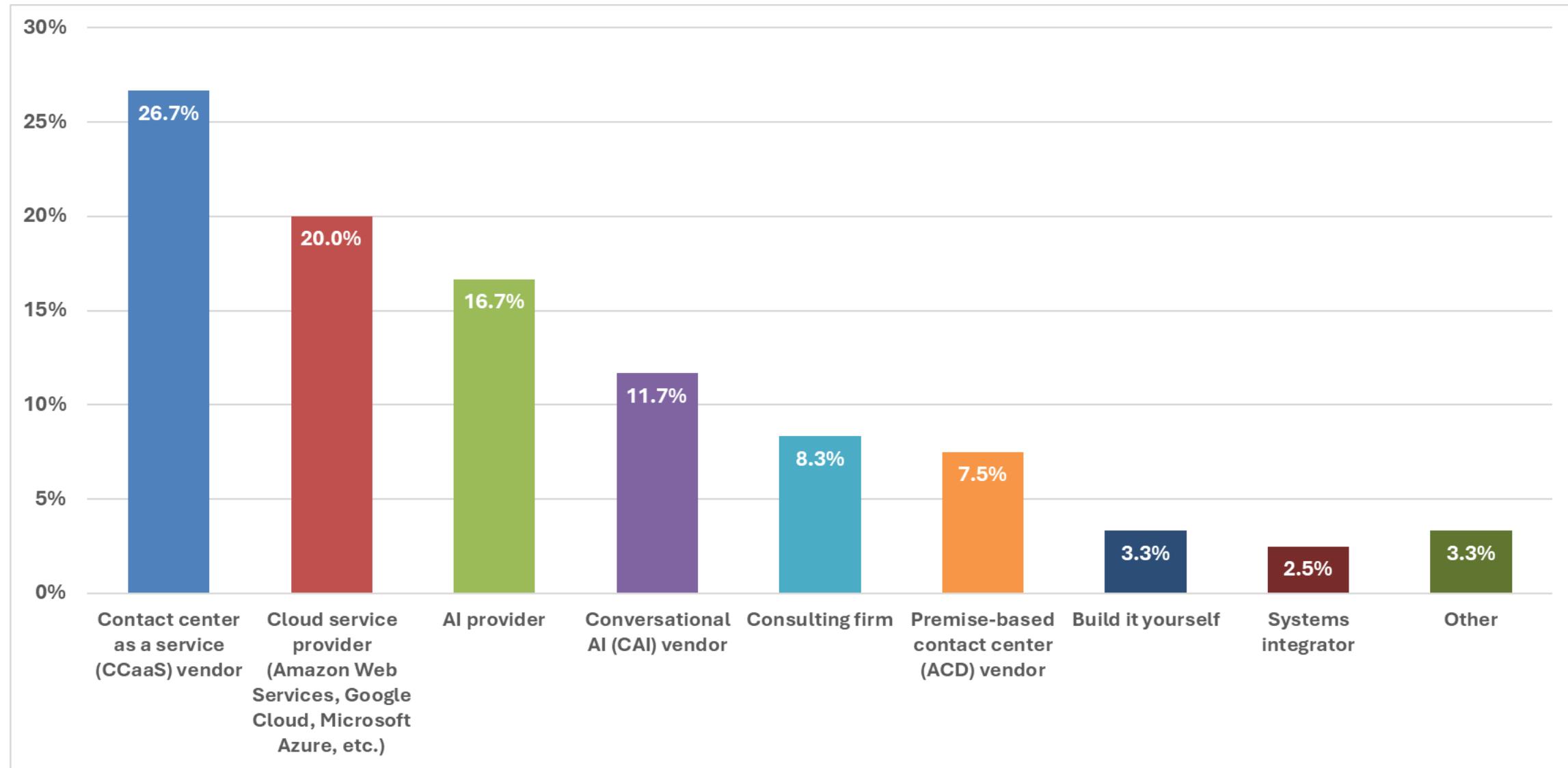
What Benefits Do You Expect From Investing In AI/GenAI?



Expected Benefits Of AI/GenAI By Category



Who Do You Plan To Purchase Your Contact Center AI Applications From?





Q & A



Thank you

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