

ROUNDTABLE

Beyond the Numbers

KPIs and Metrics for Contact Centers

Donna Fluss · Jason Valdina · Natalie Perez · Sheri Greenhaus

Presented by CrmXchange

Today's panel



Donna Fluss

DMG Consulting



Jason Valdina

Verint



Natalie Perez

Cisne AI Solutions



Sheri Greenhaus

CrmXchange

MODERATOR

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Audience poll

What KPIs does your center use today?



TOPIC 1

What KPIs does your contact center measure today?

TOPIC 2

Are you measuring the right things?

What are the right things to measure?

TOPIC 3

How does AI change the picture?

For the Customer
For the Agent

Is AI moving the needle?

1

Are you using AI to track KPIs

2

Who in your organization decides which AI-generated metrics become KPIs?

L I G H T N I N G R O U N D

**What can you measure with your
existing systems?**

L I G H T N I N G R O U N D

One metric to drop.

One metric to add.

Q&A



Thank you

Donna Fluss

DMG Consulting

www.dmgconsult.com

Natalie Perez

Cisne AI Solutions

www.cisne.ai

Jason Valdina

Verint

www.Verint.com

Sheri Greenhaus

CrmXchange

www.crmxchange.com

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