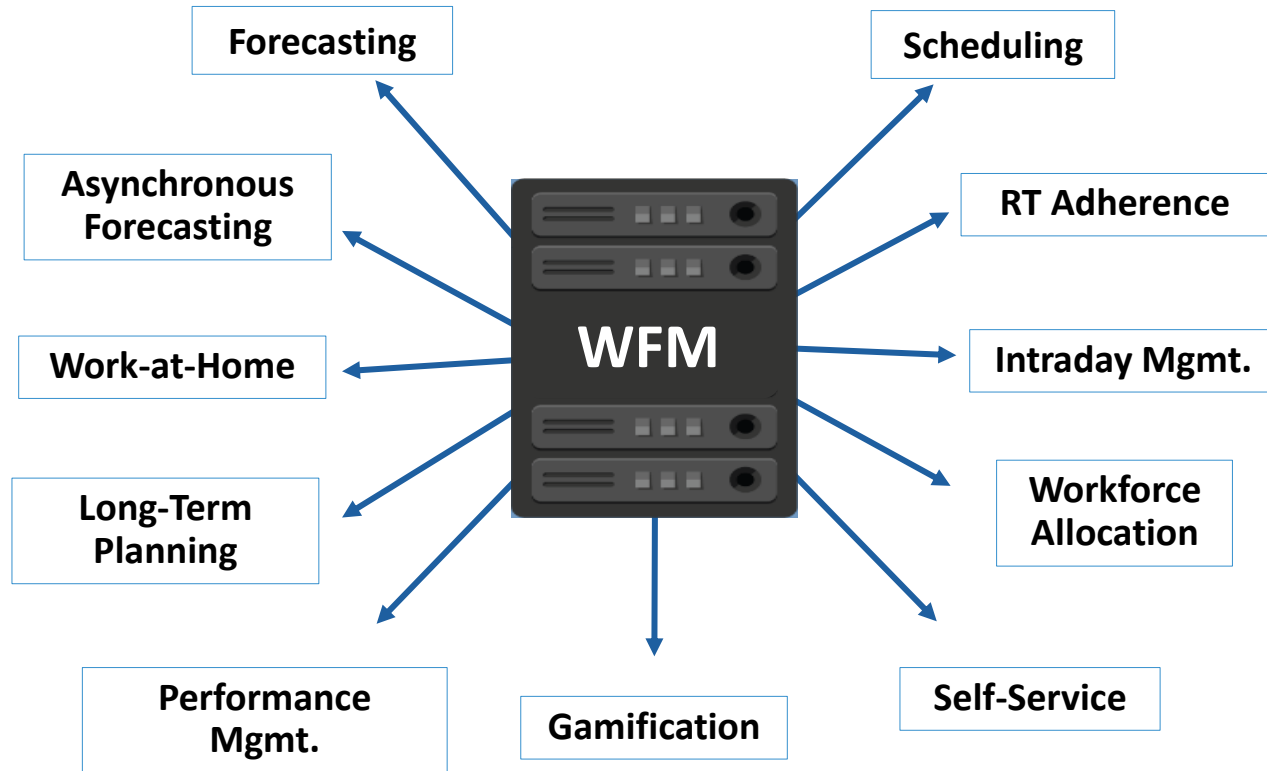




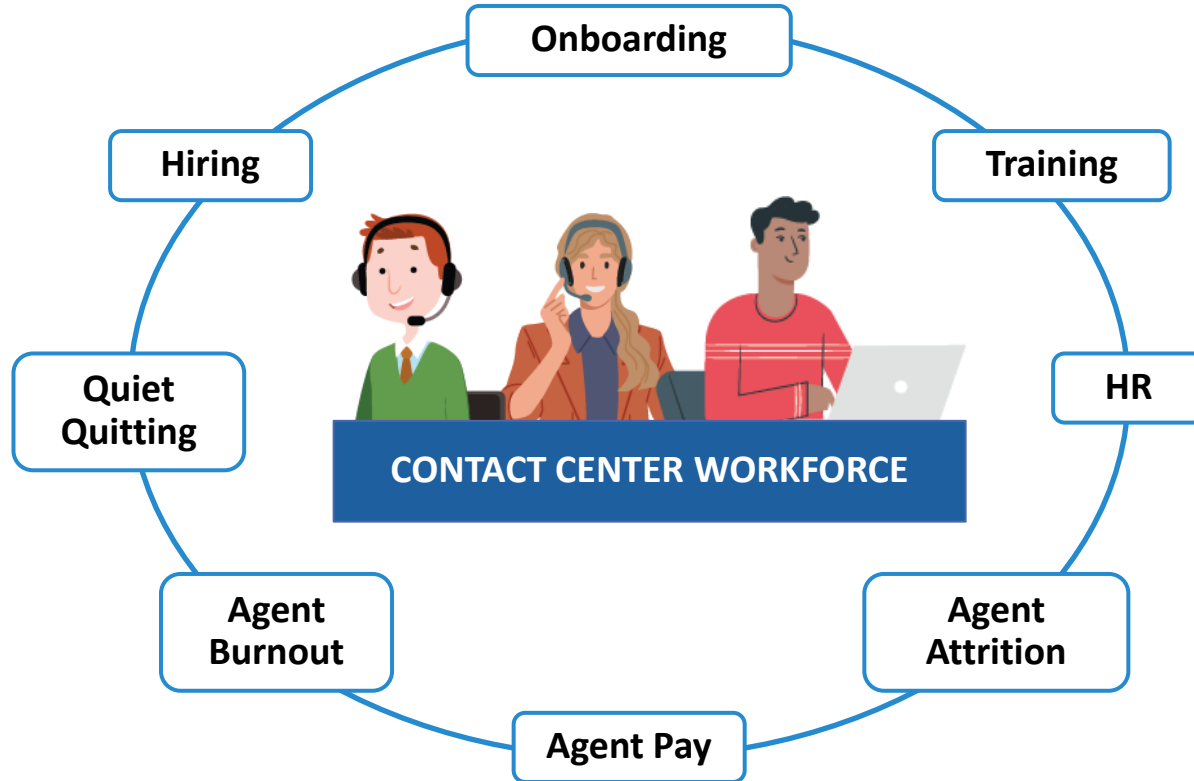
Fixing Your Contact Center WFM and Workforce Challenges

January 2023

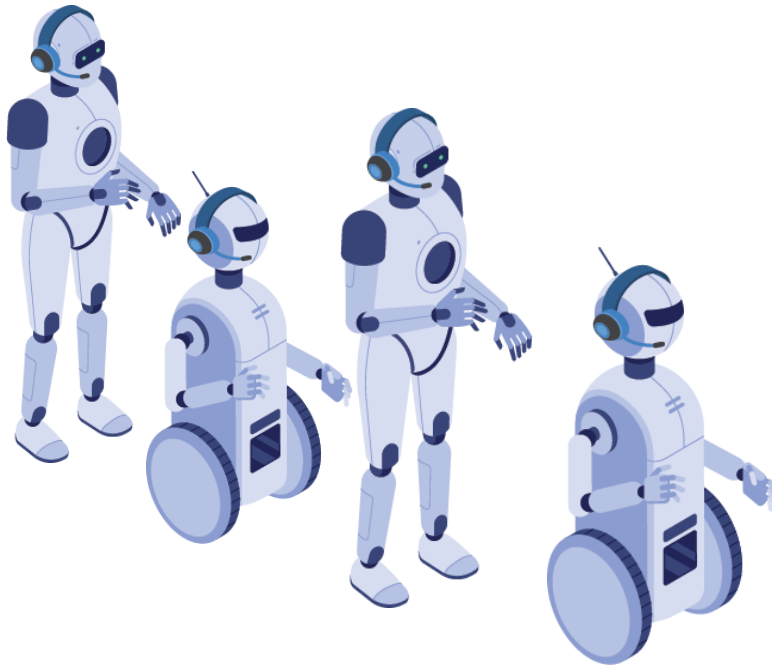
Workforce Management Opportunities



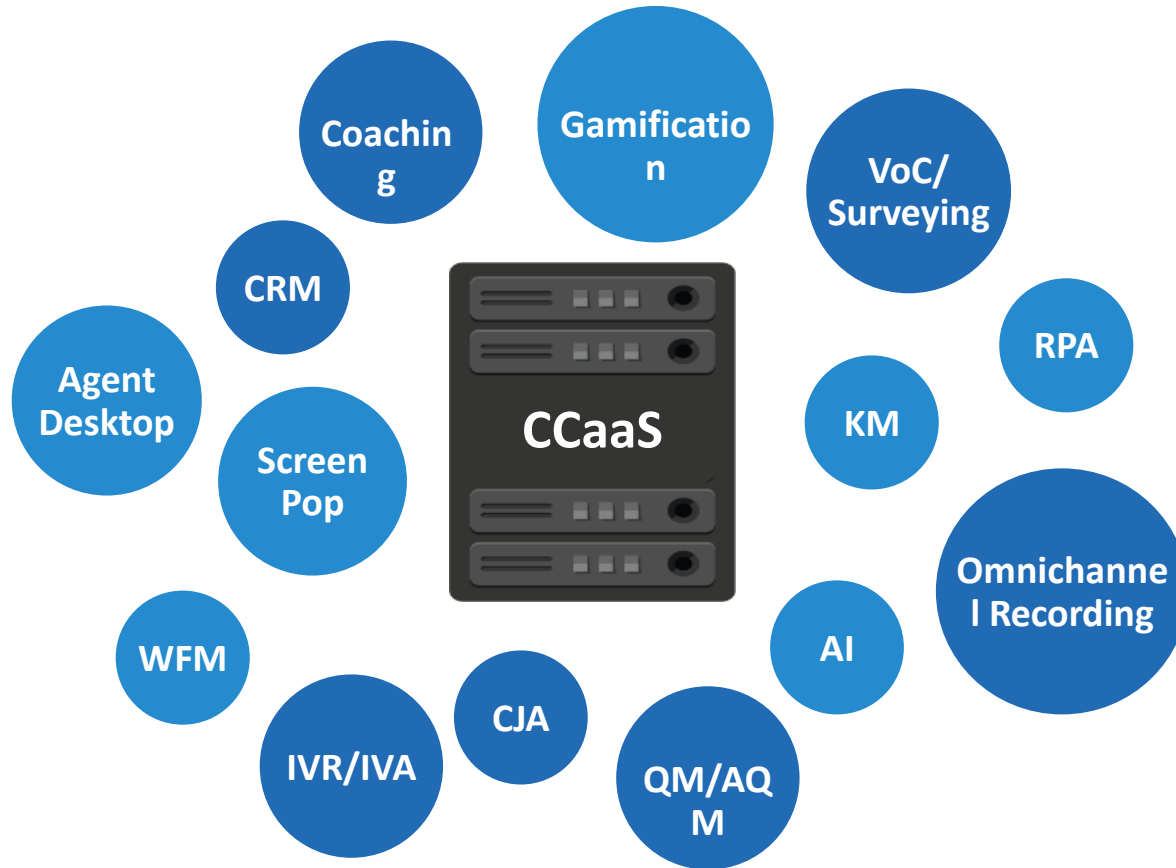
Workforce Challenges



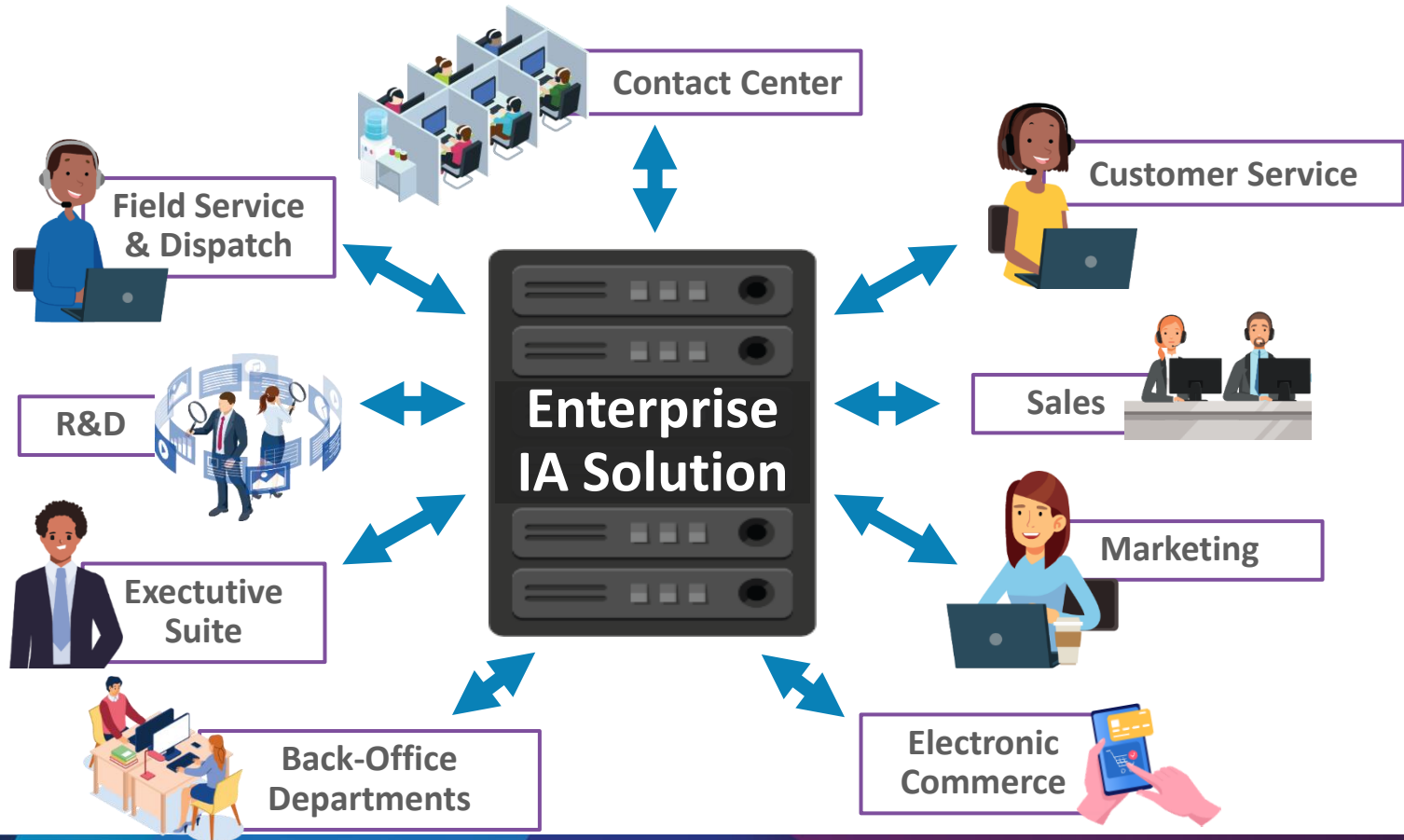
Will Bots Replace Agents?



The State of Contact Center Technology



Enterprise Interaction Analytics





QUESTIONS?



<https://www.surveymonkey.com/r/DP2KFKT>

Thank you

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