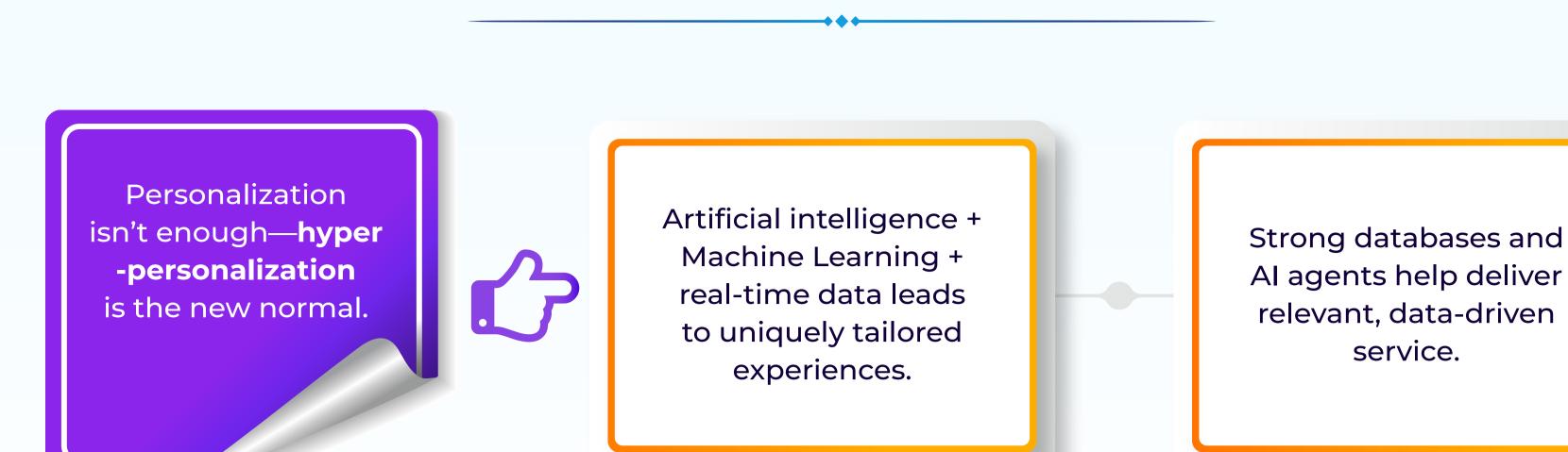


Hyper-Personalization



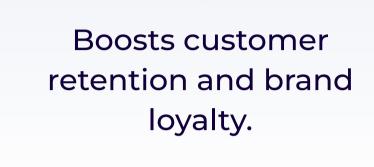
service.

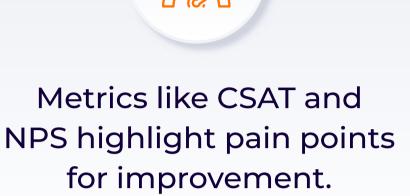


Predict needs before customers even notice an issue.

Proactive Customer Service

Al-powered predictive analytics tracks behavior and identifies problems early.



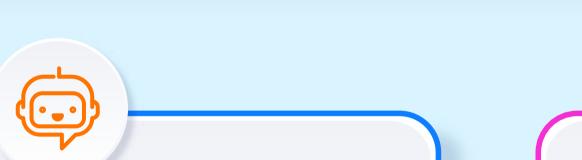


Omnichannel Integration

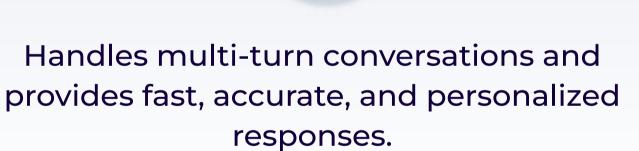


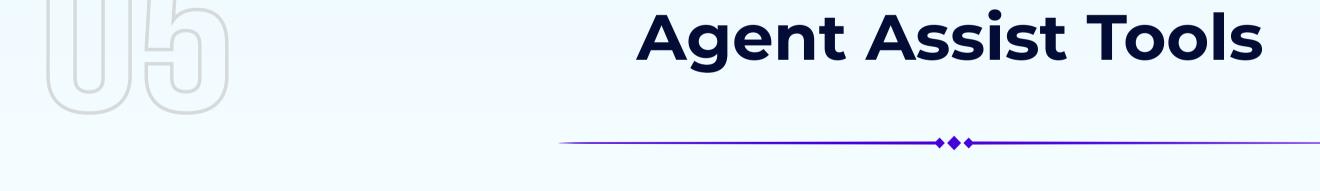
Smarter Al-Powered Customer Service

Al chatbots and virtual assistants are becoming frontline CX tools.



By 2025, AI chatbots will become a common customer touchpoint for issue resolution and customer engagement.









Agents with: • Real-time

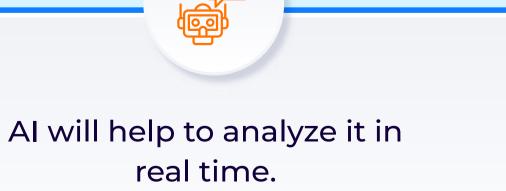
Al Assists Human

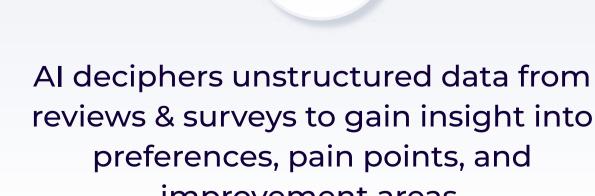
- Recommendations
- Knowledge Articles Response Drafting
- Case Summaries

Improves First Contact Resolution & agent productivity.

Voice of Customer (VoC) Insights

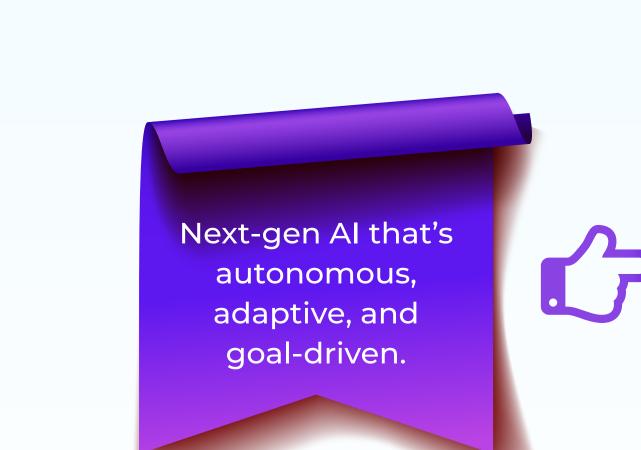
Customer feedback is crucial for exceptional user experience.





reviews & surveys to gain insight into preferences, pain points, and improvement areas.

Rise of Agentic Al



Goes beyond task automation—plans, reasons, and adapts in real-time.

resolution, proactive engagement, smarter self-service, and databacked decision-making for support leaders.

Enables faster issue