

7 Breakthrough Omnichannel CX Insights for 2025

01

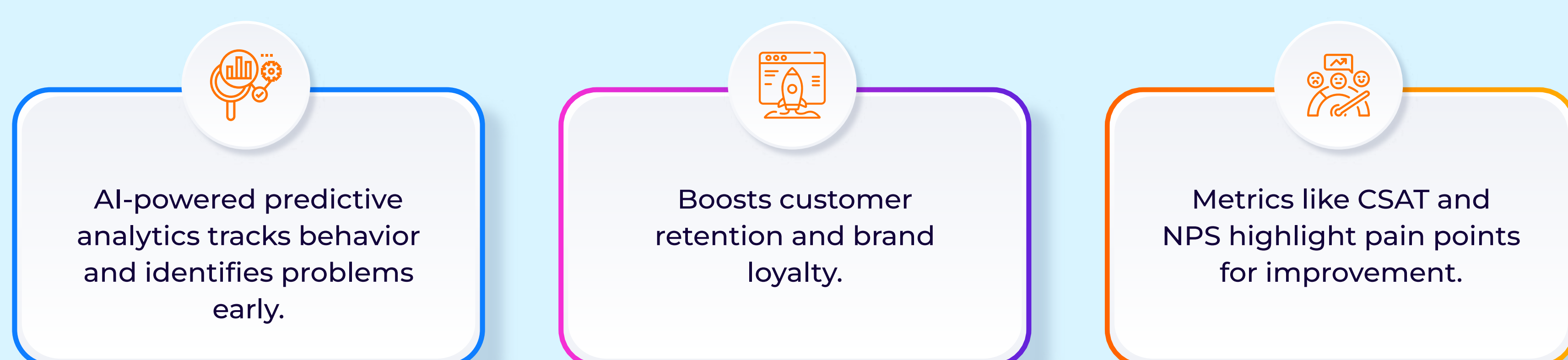
Hyper-Personalization



02

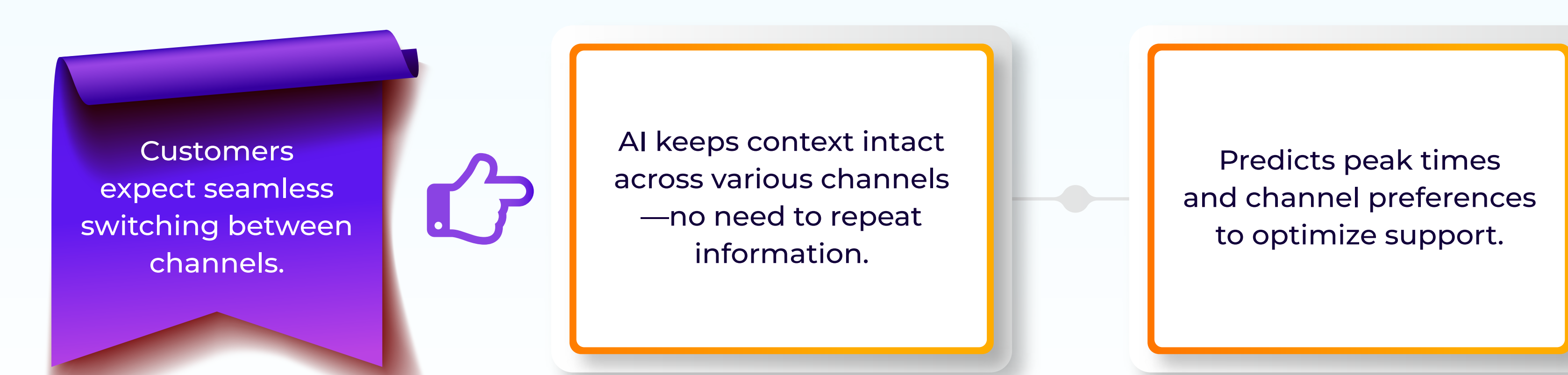
Proactive Customer Service

Predict needs before customers even notice an issue.



03

Omnichannel Integration



04

Smarter AI-Powered Customer Service

AI chatbots and virtual assistants are becoming frontline CX tools.



05

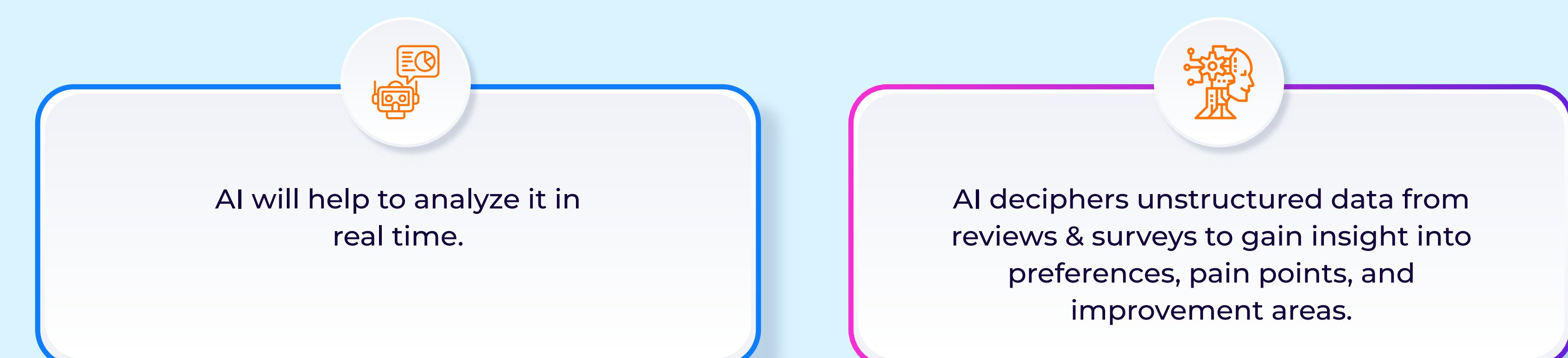
Agent Assist Tools



06

Voice of Customer (VoC) Insights

Customer feedback is crucial for exceptional user experience.



07

Rise of Agentic AI

