

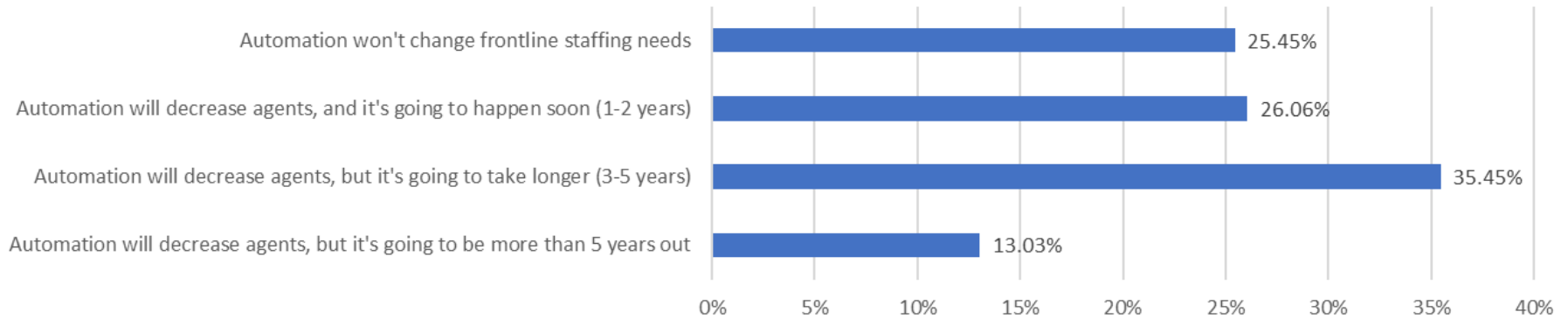


# The Future of the Contact Center

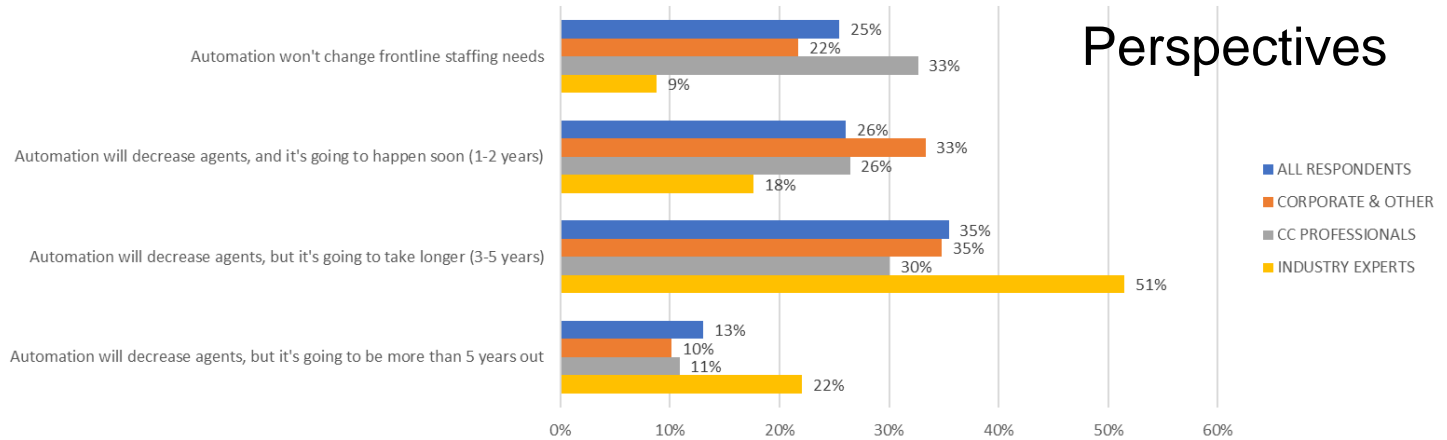
## 2019 Survey Results Supplement

**Thank you to all the  
Survey Participants!**

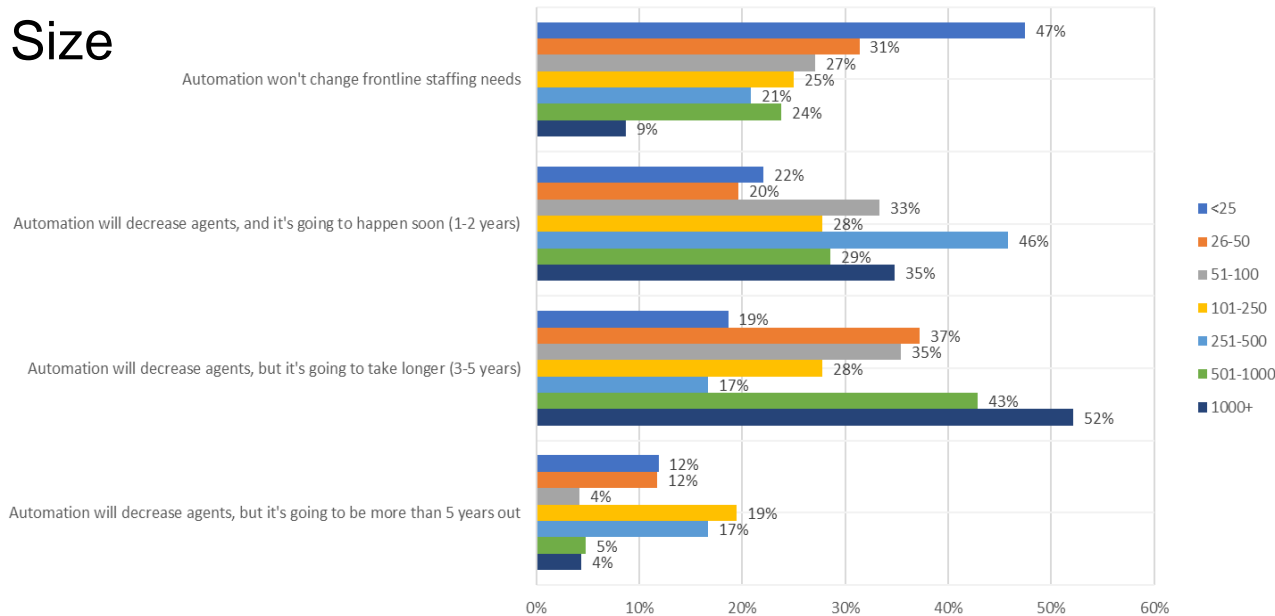
# Impact of Automation on Frontline Staff – All Respondents



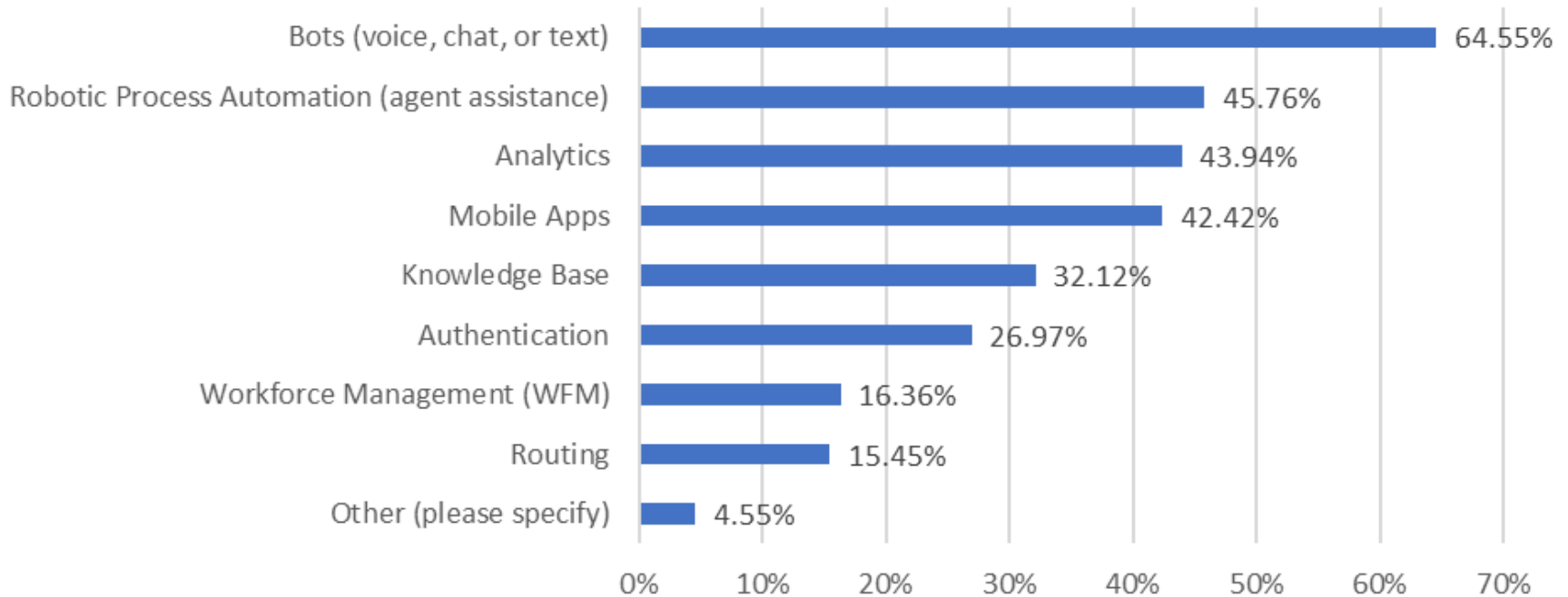
# Impact of Automation on Frontline Staff – By Perspectives and Size



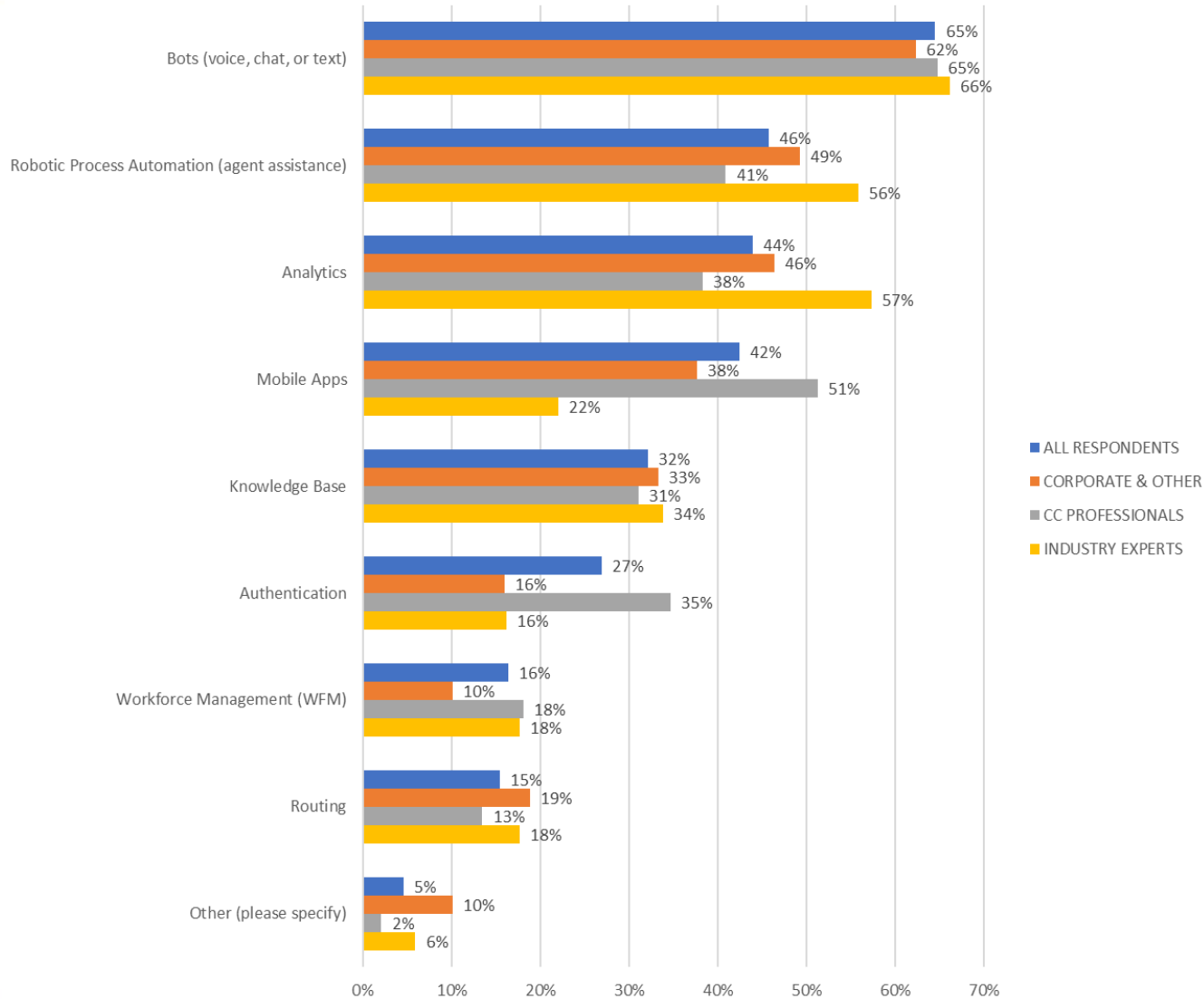
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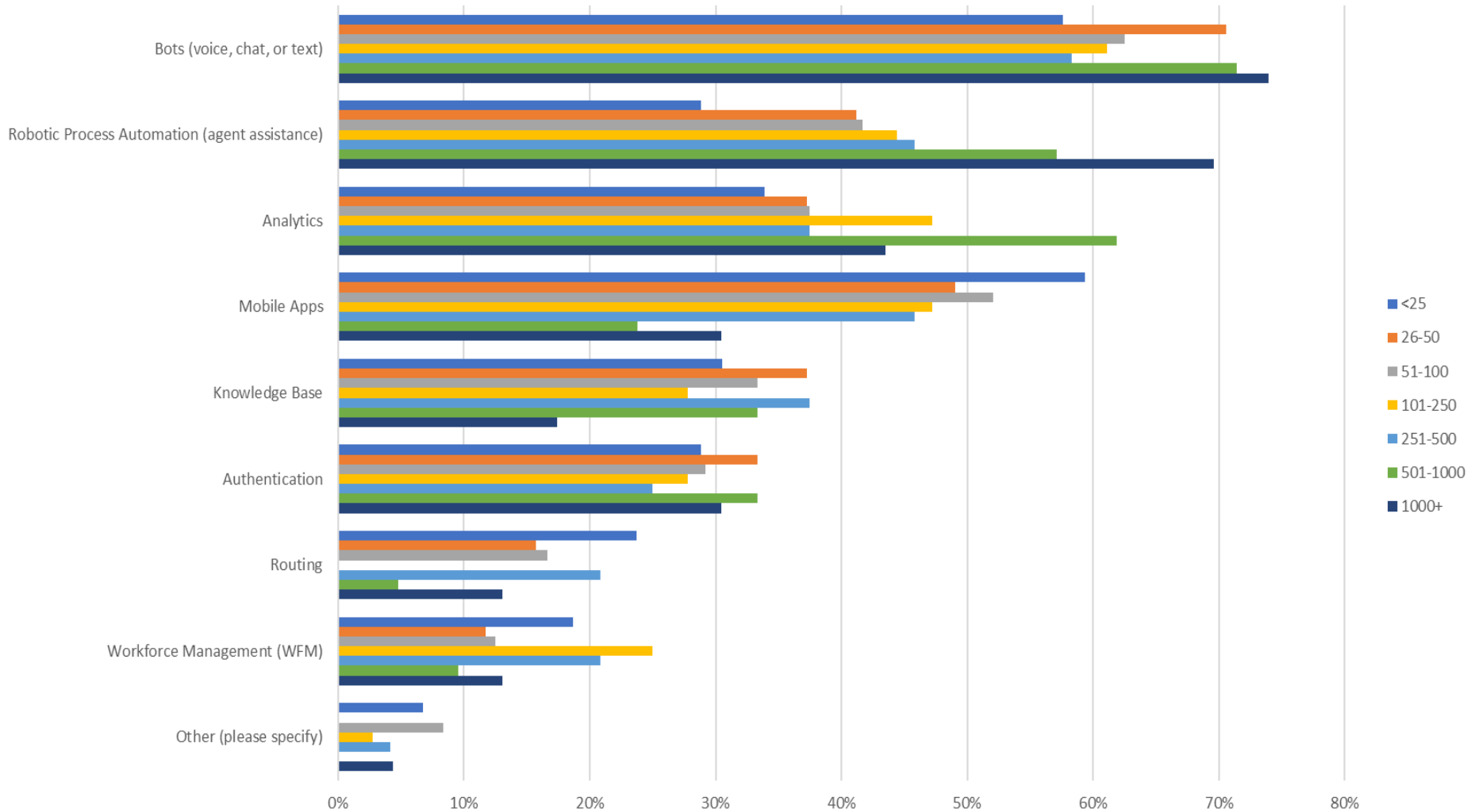
# Top 3 Technologies Impacting Contact Centers of the Future – All Respondents



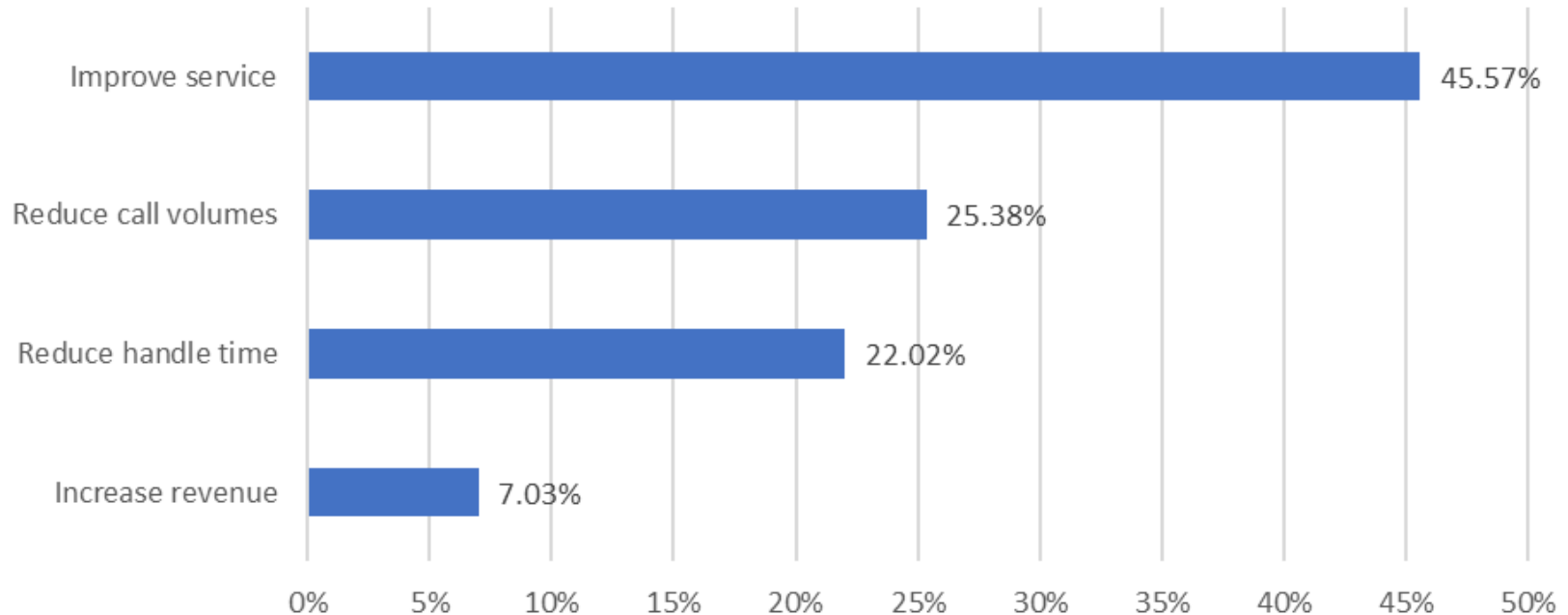
# Top 3 Technologies Impacting Contact Centers of the Future – By Perspectives



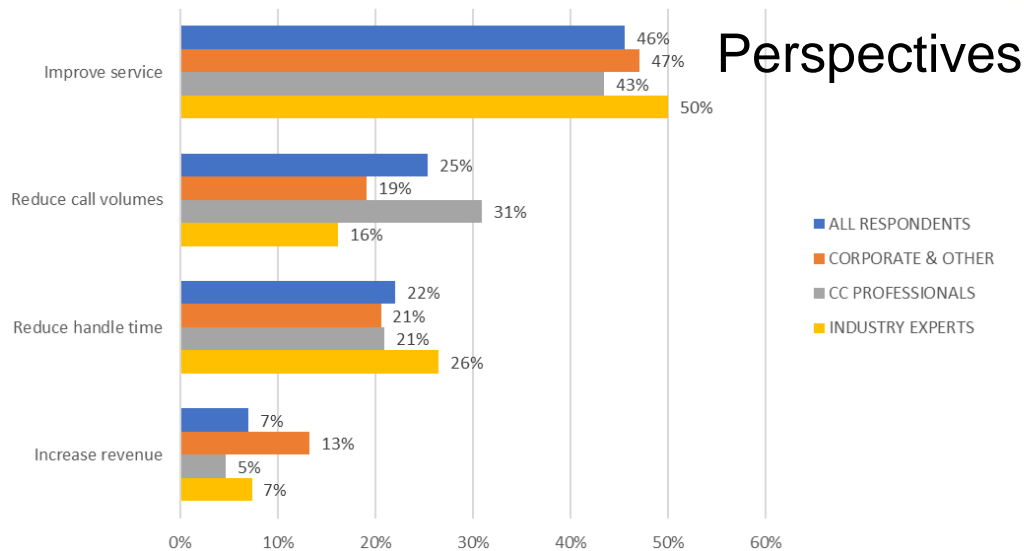
# Top 3 Technologies Impacting Contact Centers of the Future – By Size



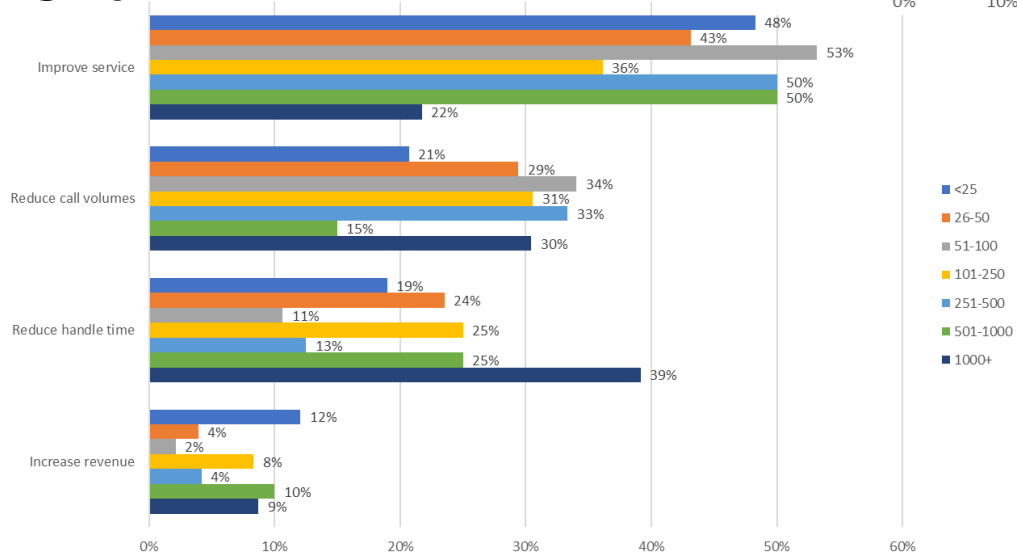
# Key CC Goals Impacted by Top 3 Technologies of the Future – All Respondents



# Key CC Goals Impacted by Top 3 Technologies of the Future – By Perspectives and Size

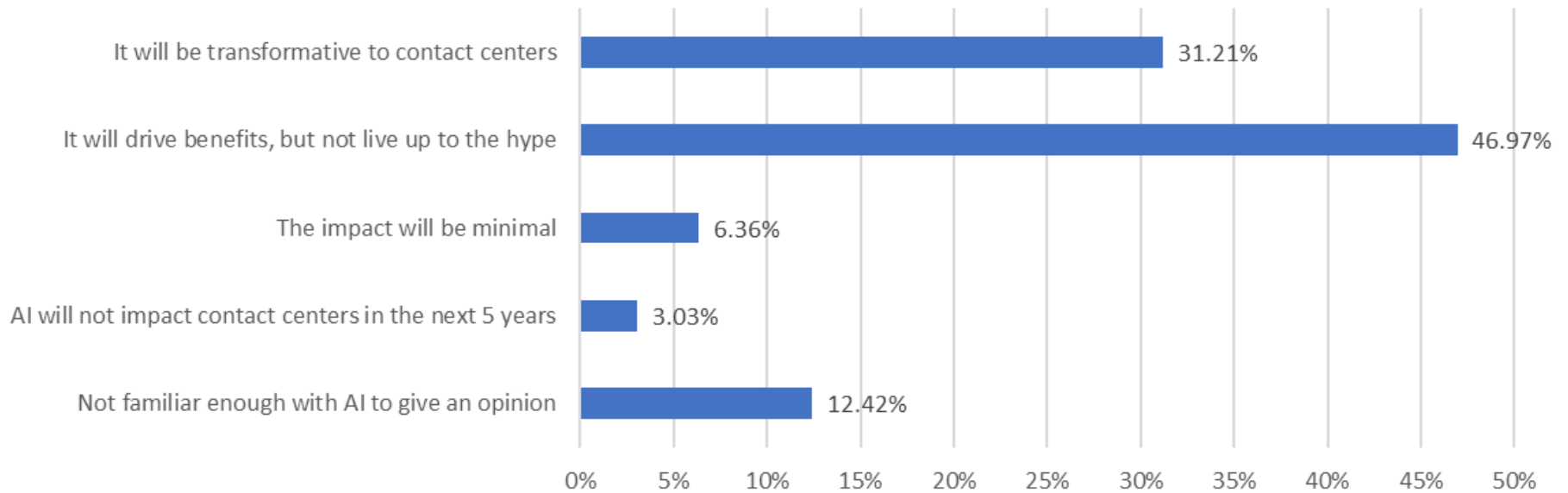


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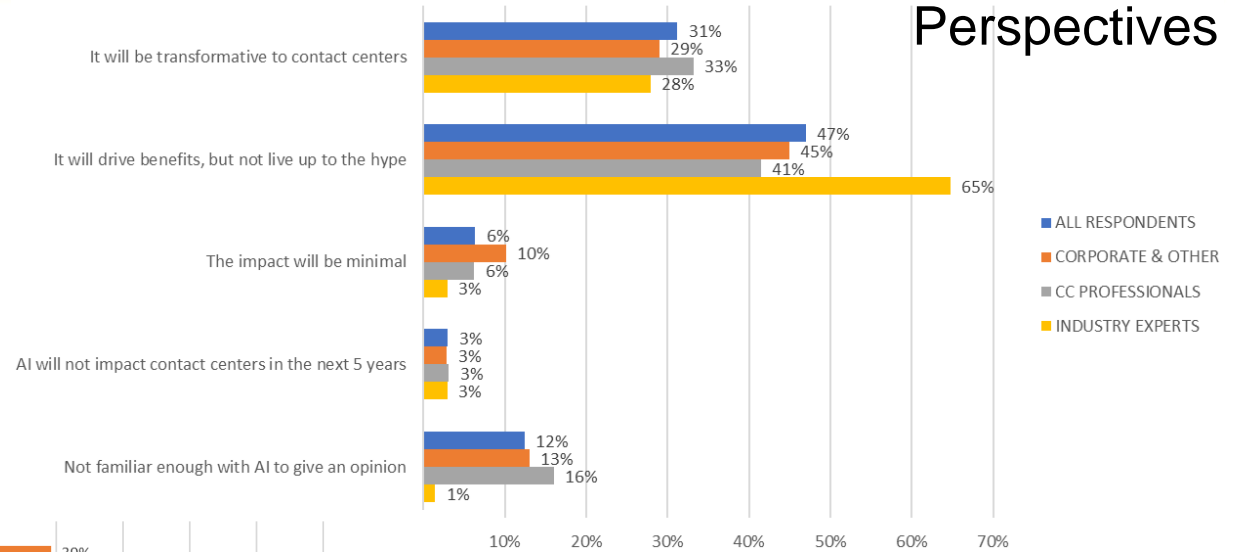


# Impact of AI in the Next 5 Years – All Respondents

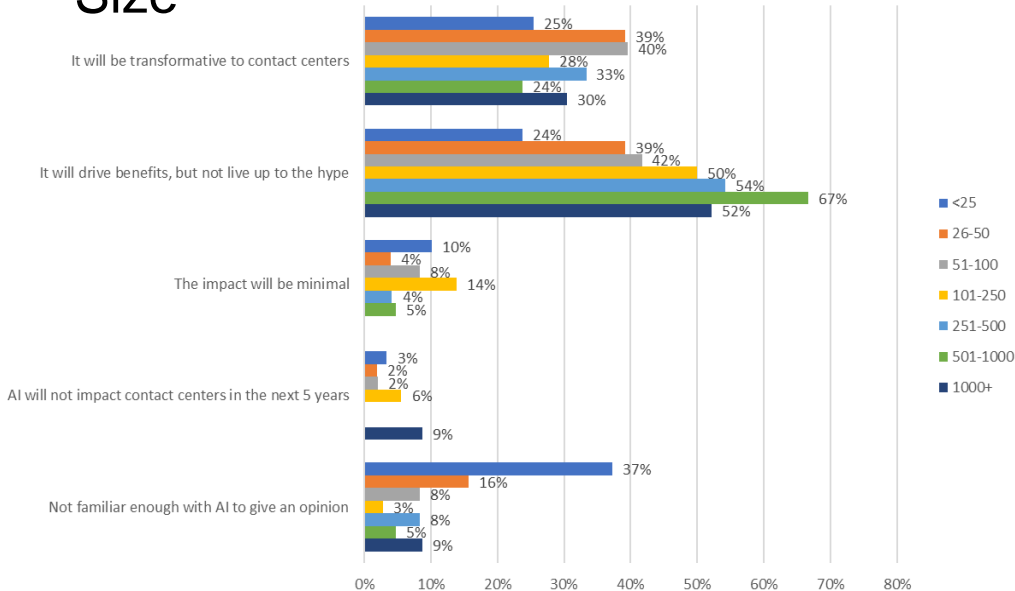


# Impact of AI in the Next 5 Years – By Perspectives and Size

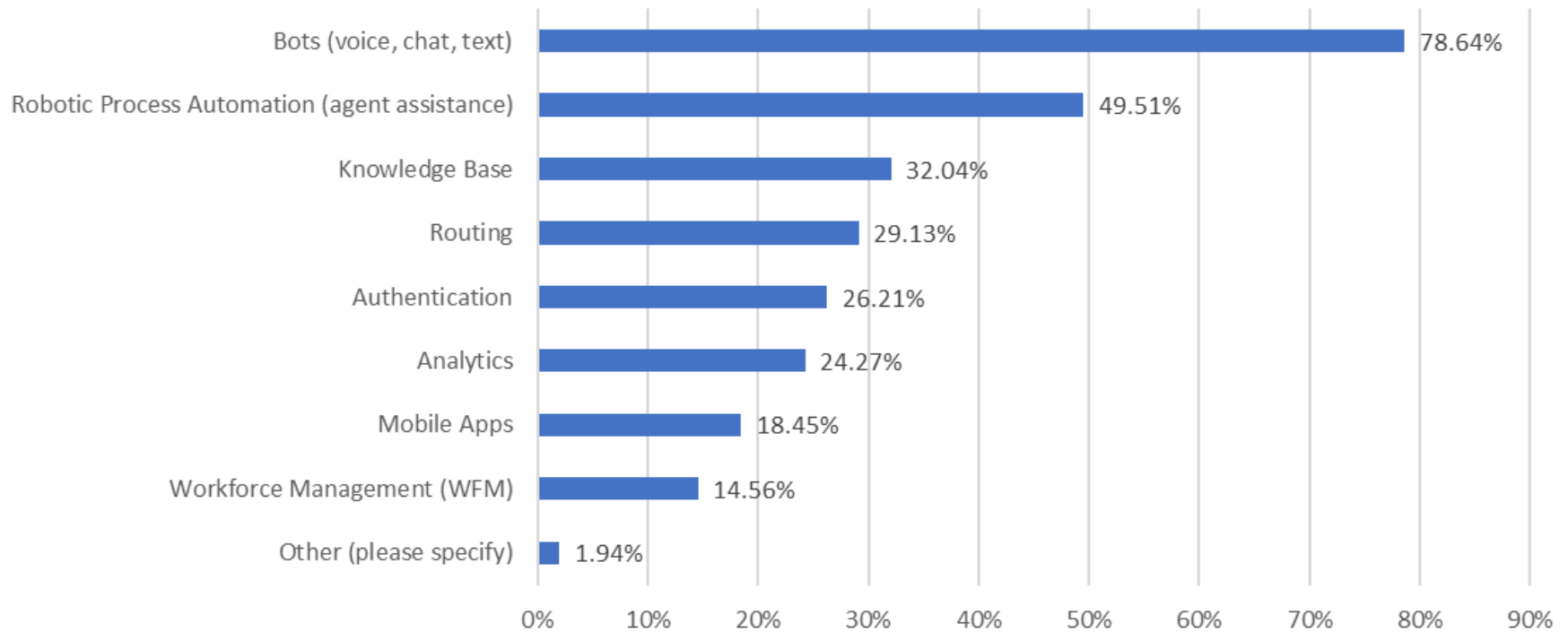
## Perspectives



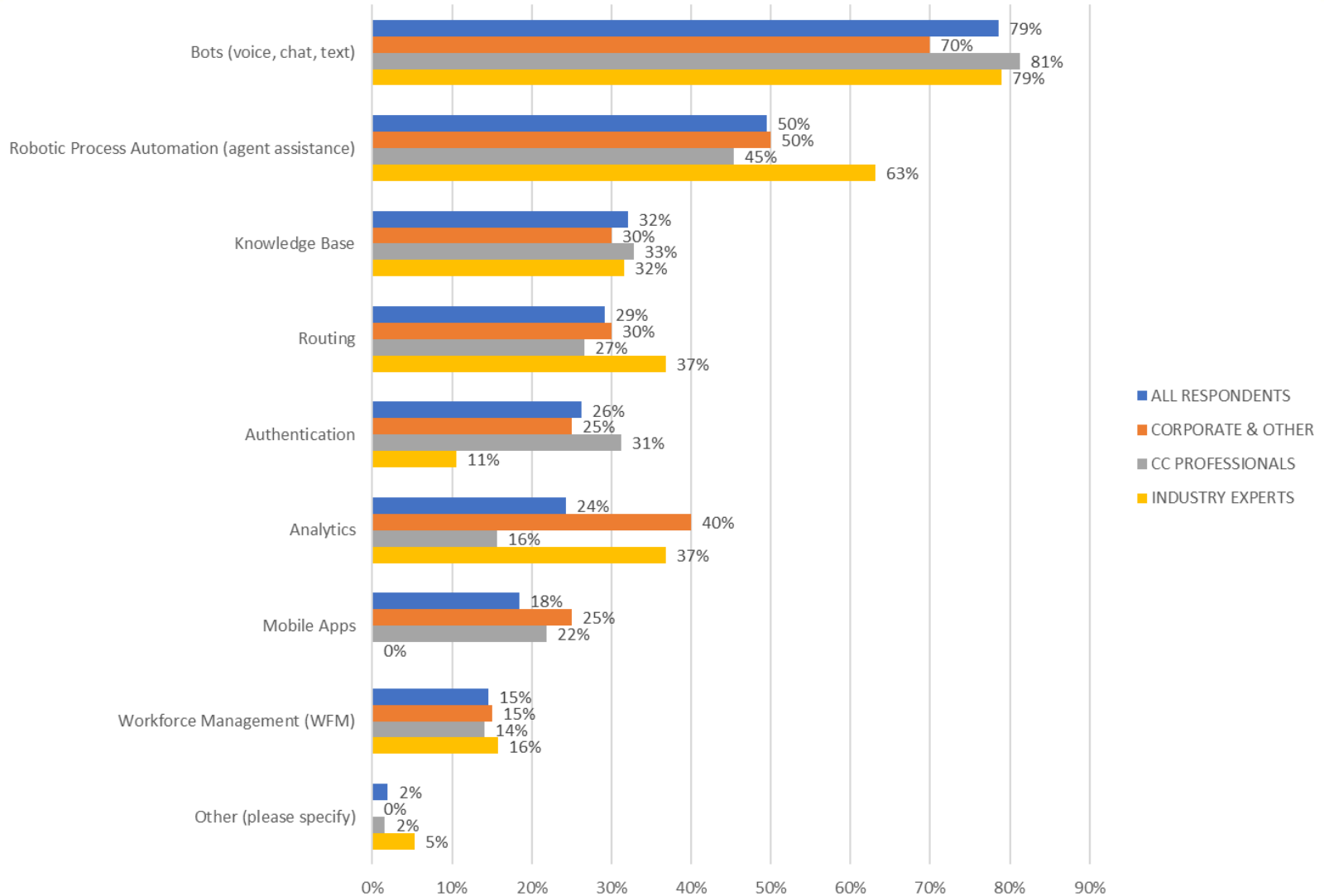
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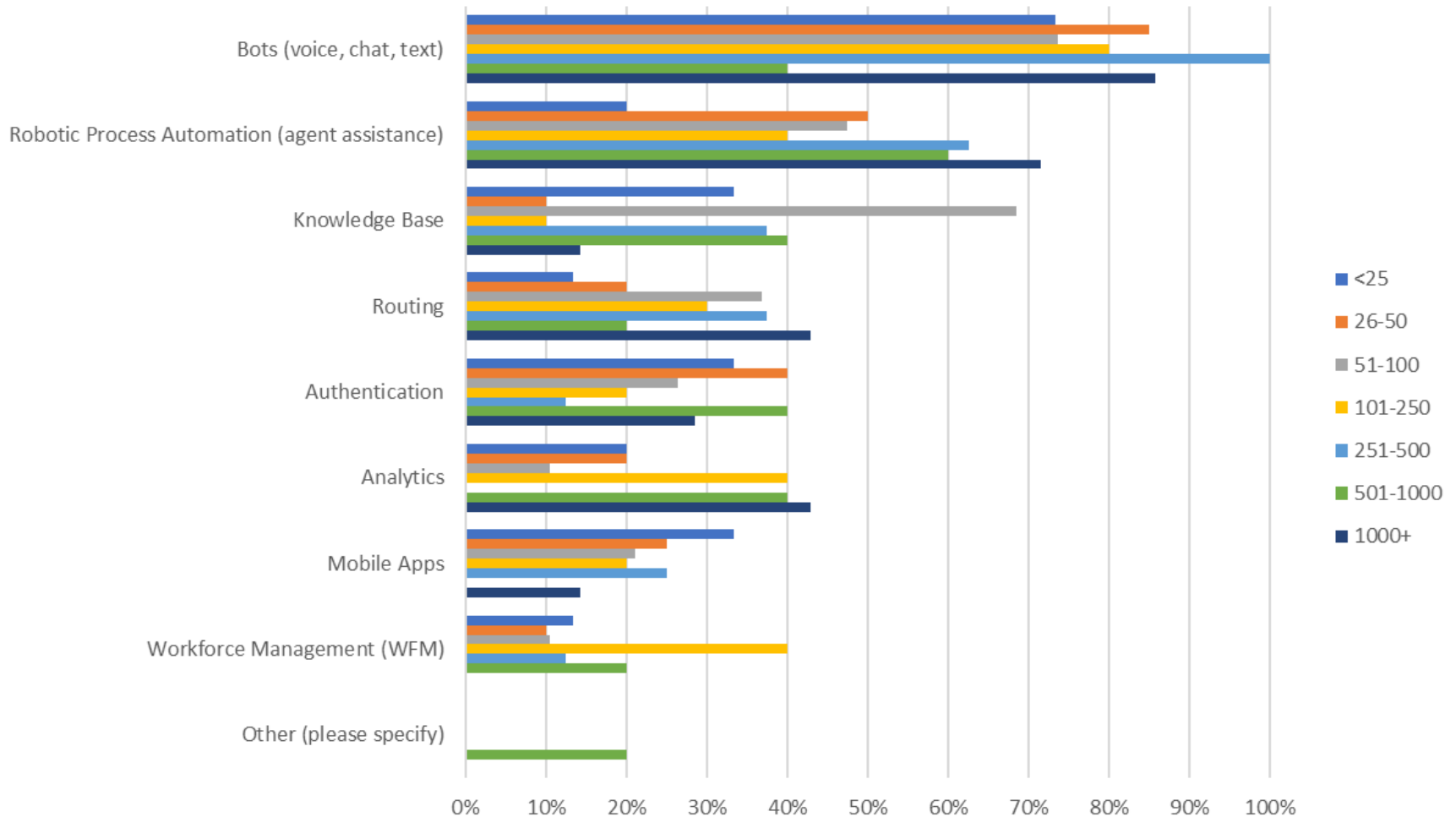
# Which Apps Will Be Most Changed by Advanced AI? – All Respondents



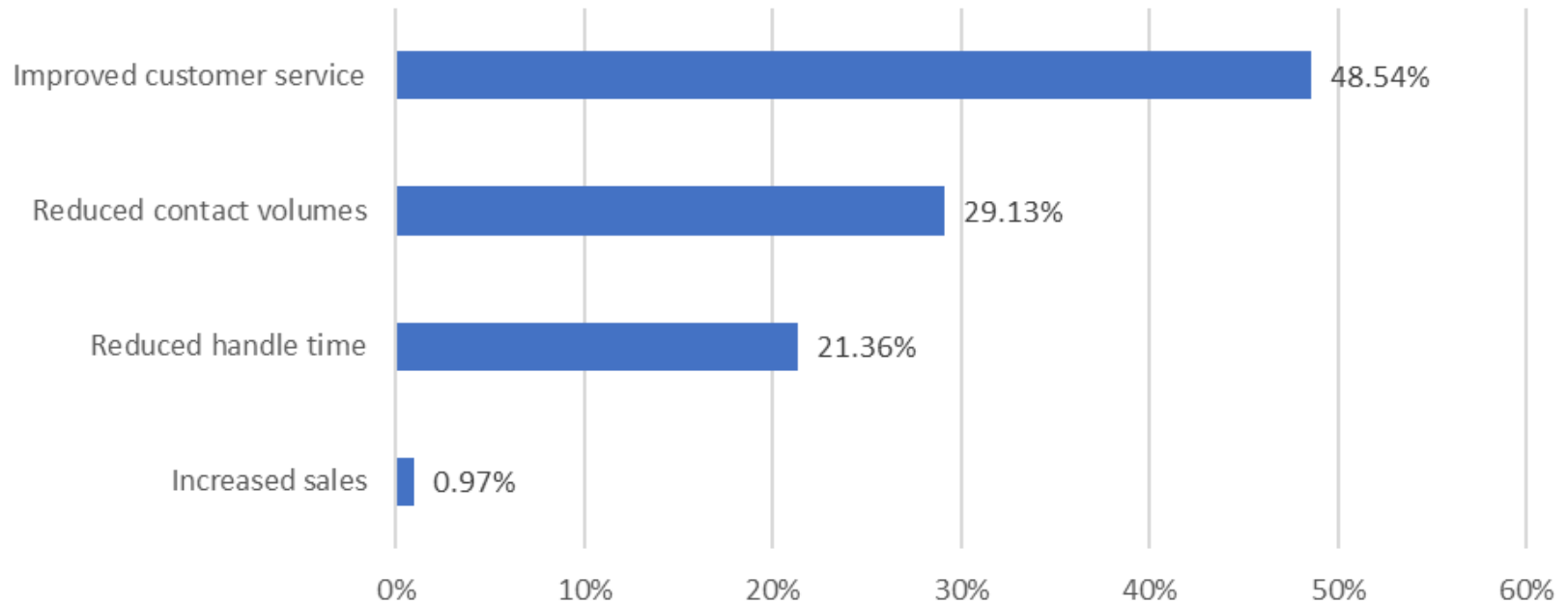
# Which Apps Will Be Most Changed by Advanced AI? – By Perspectives



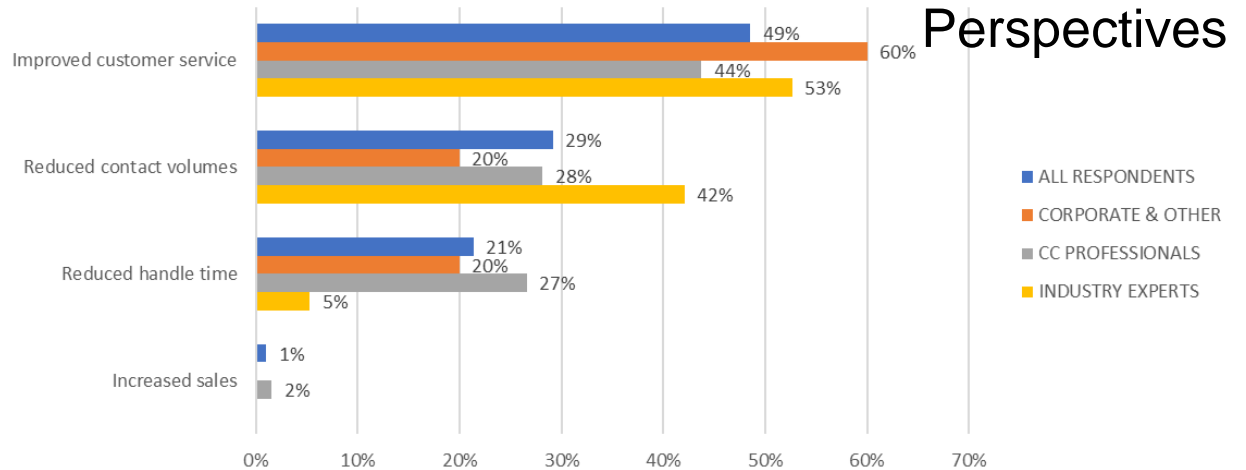
# Which Apps Will Be Most Changed by Advanced AI? – By Size



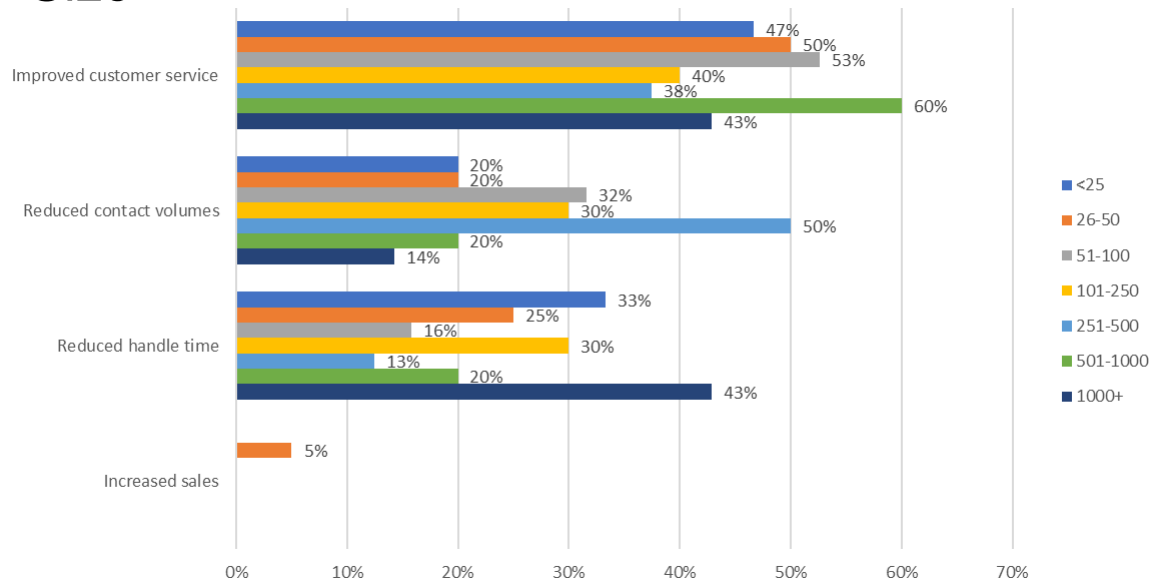
# Where Will Changes Driven by AI be Most Evident? – All Respondents



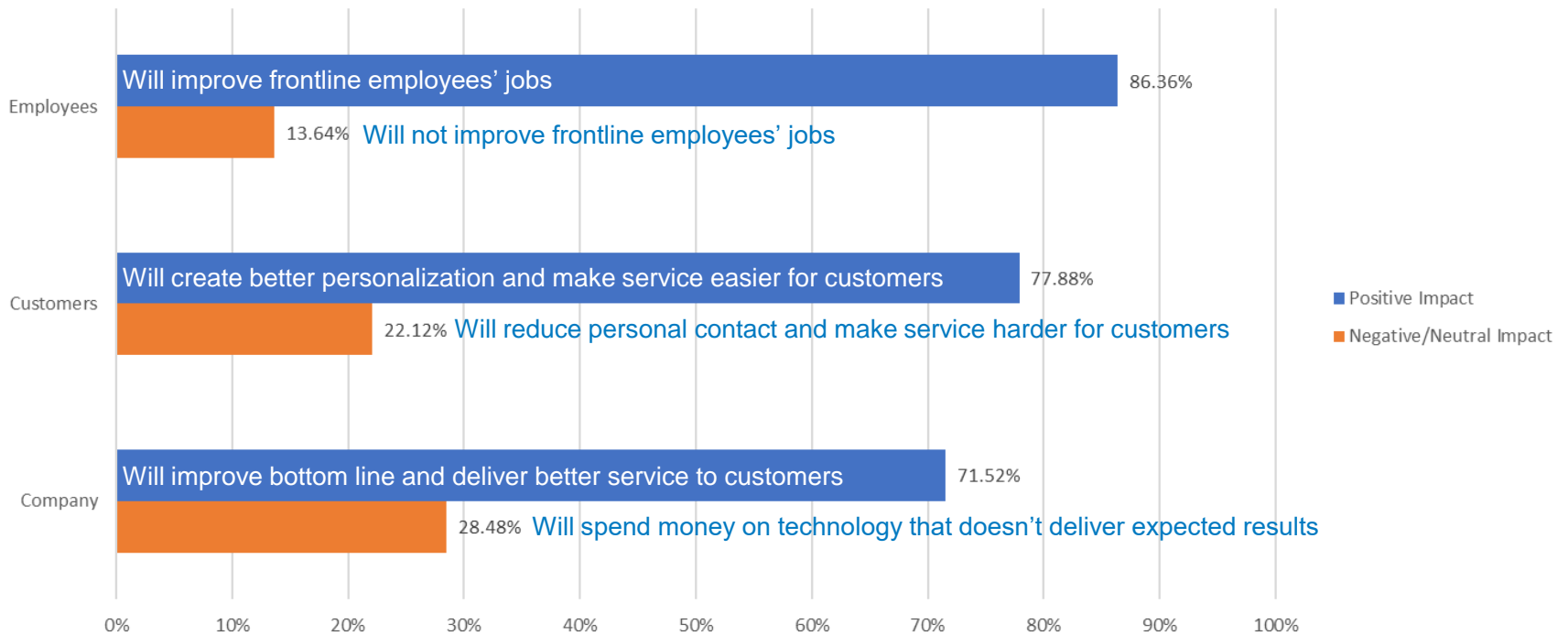
# Where Will Changes Driven by AI be Most Evident? – By Perspectives and Size



### Size



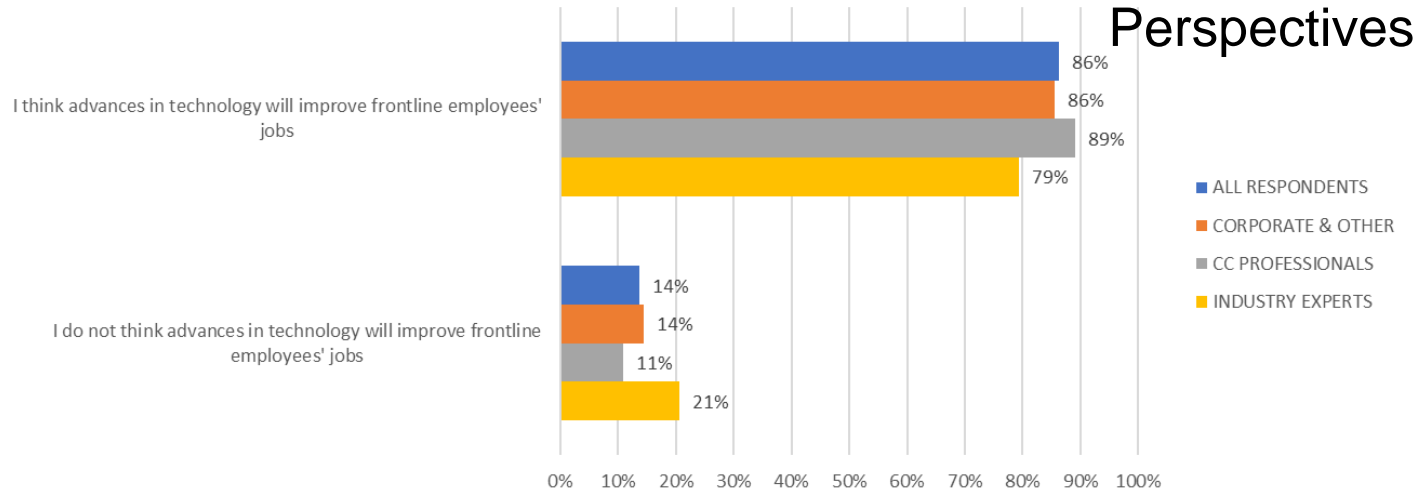
# What Impact Will Technology Have on CCs of the Future? – All Respondents



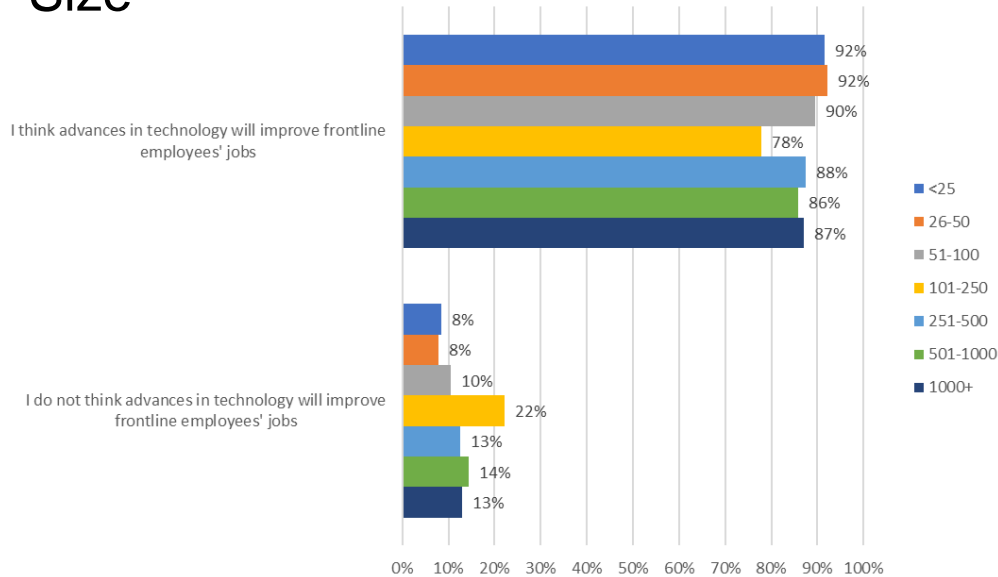


# Employees: What Impact Will Future Technology Have on Frontline CC Agents?

## Perspectives

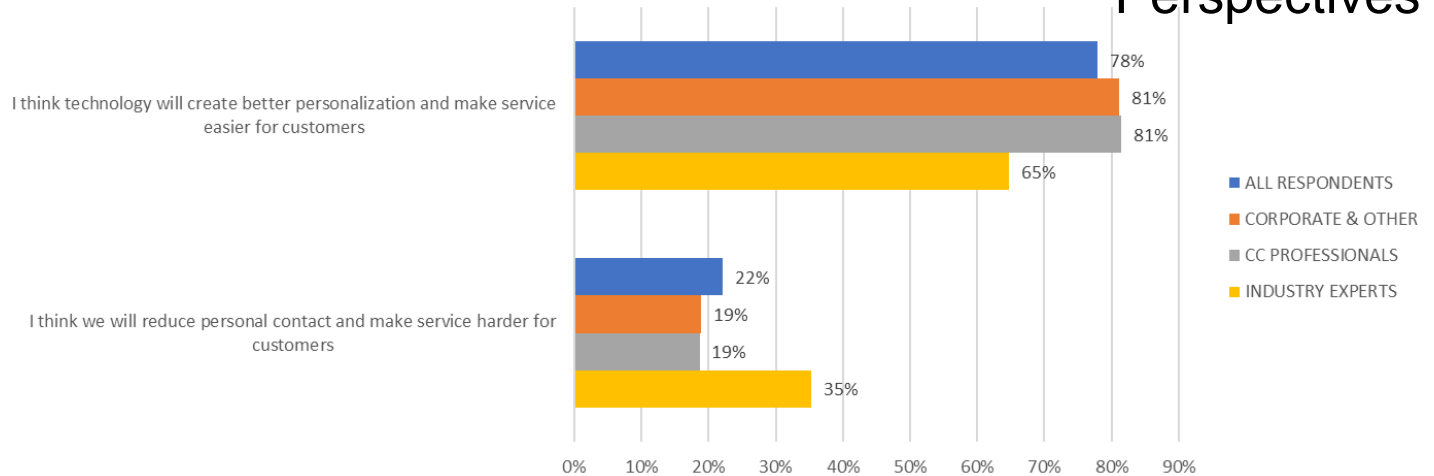


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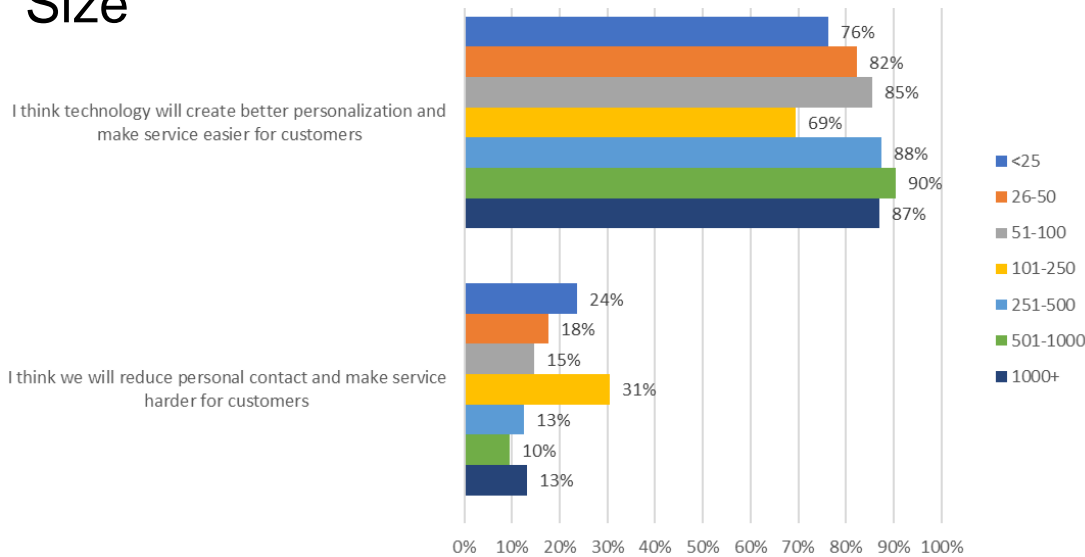


# Customers: What Impact Will Future Technology Have on Customers?

## Perspectives

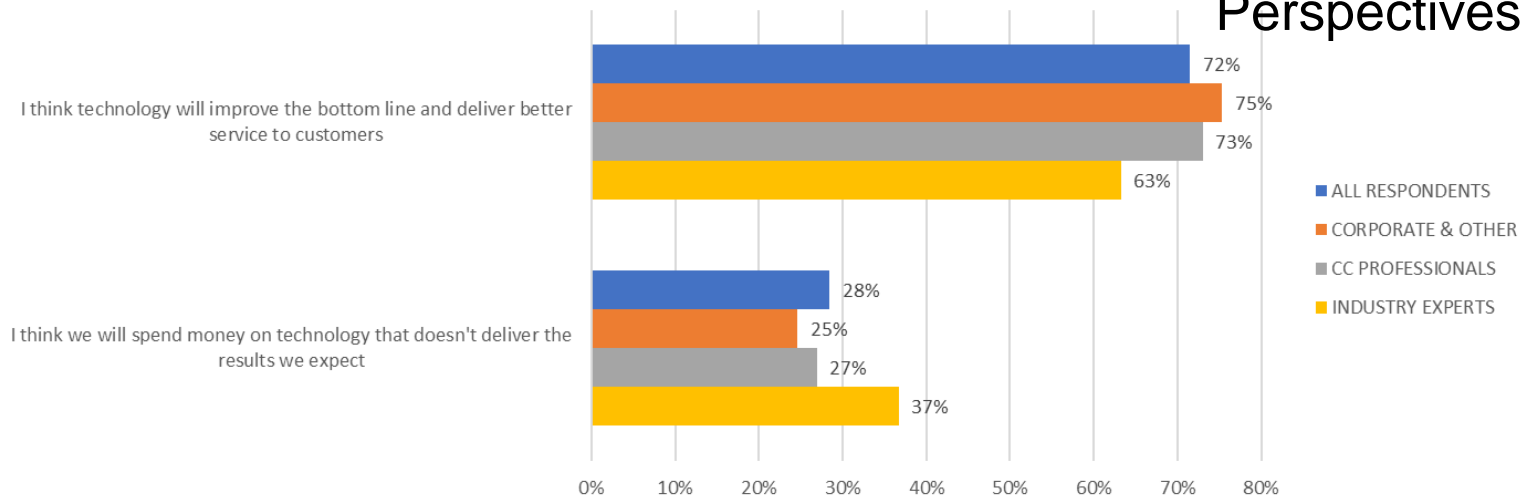


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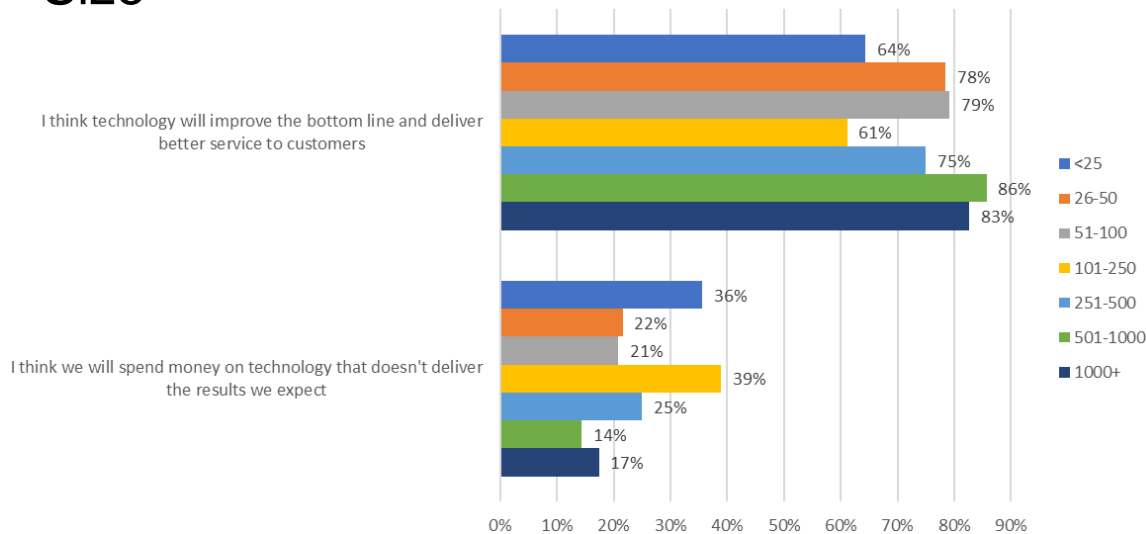


# Company: What Impact Will Future Technology Have on Companies?

## Perspectives



## Size



# Thanks for Exploring the Future of the CC!

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*Get the article that interprets the results here:*

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**866.791.8560**

**Lori Bocklund**

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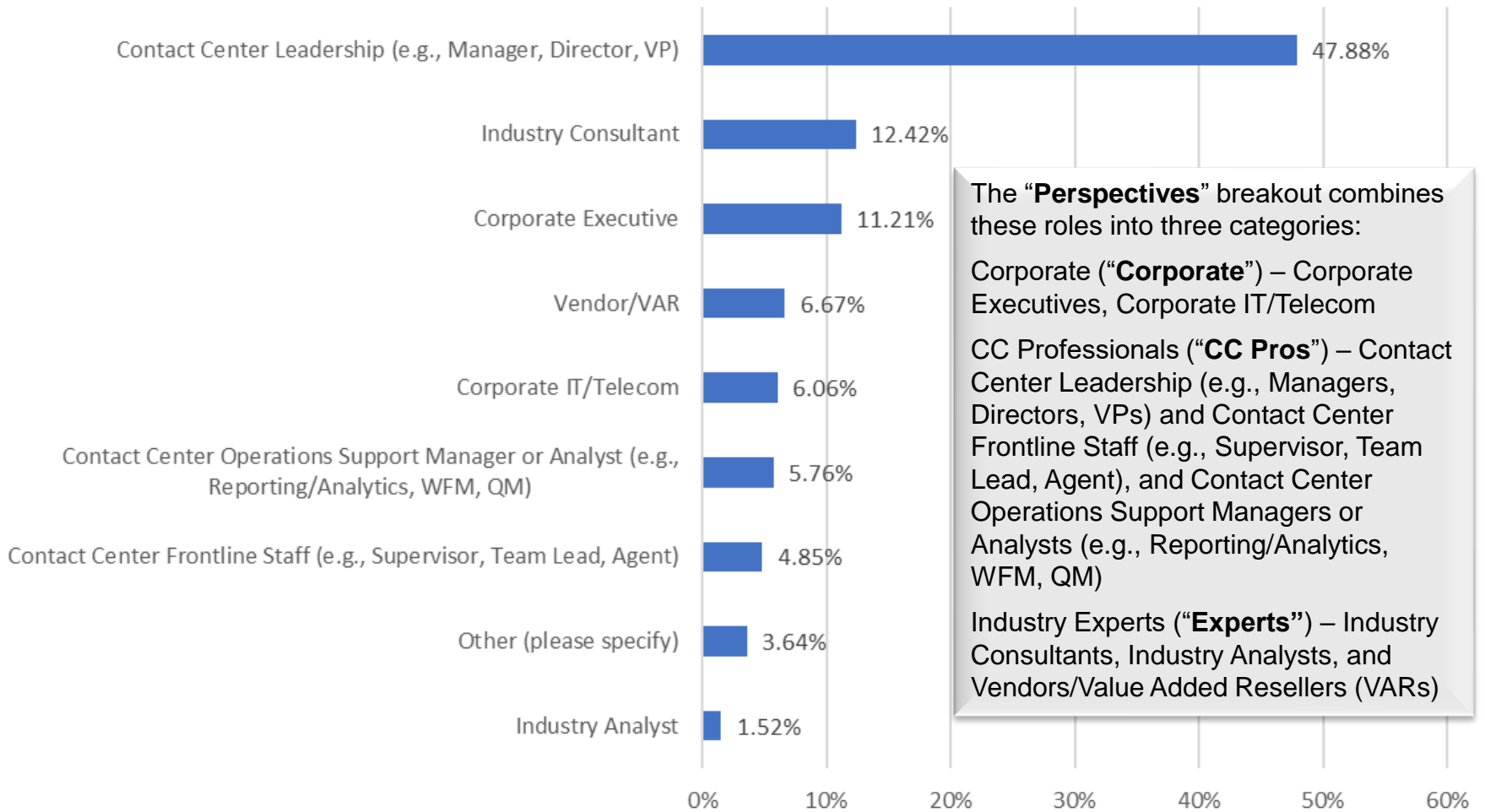
[lori@strategiccontact.com](mailto:lori@strategiccontact.com)

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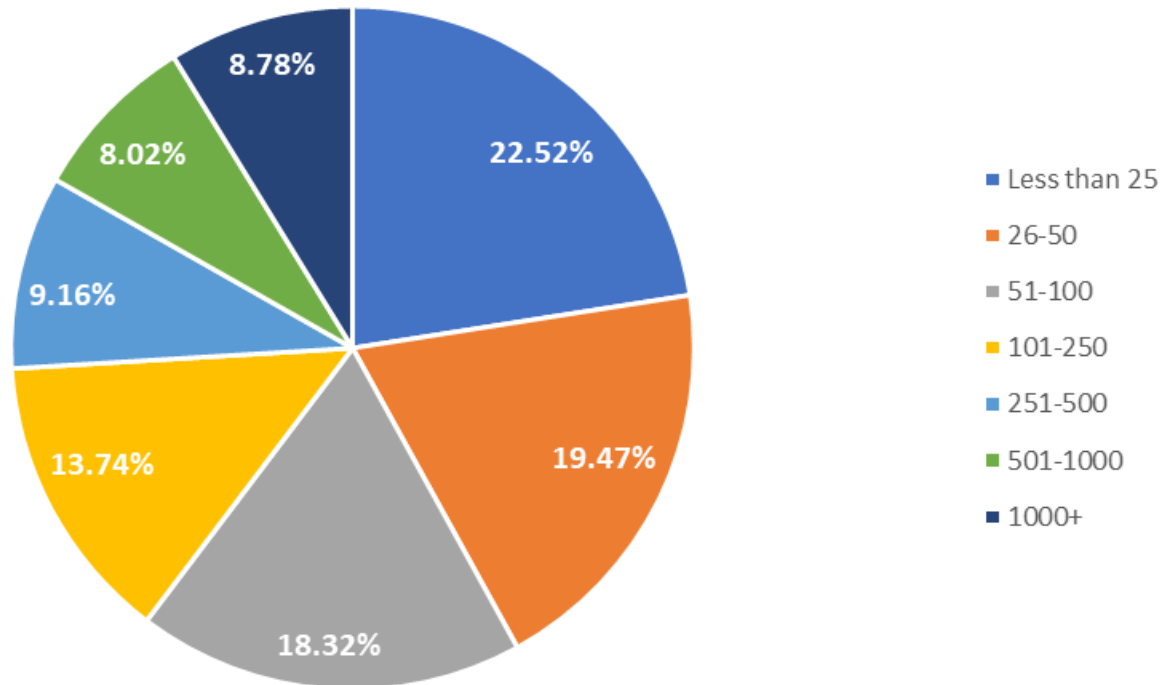


# Appendix: Participant Demographics

# Demographics - Role



# Demographics - Number of Full-time Equivalent (FTE) Agents



# Demographics - Industry

