



Contact Centre Transformation





NTT Contact Centre Transformation

NTT enables global organizations to orchestrate their contact centre strategy with end-user experience by combining domain expertise in the customer - & the employee experience field with a deep knowledge on conversational AI capabilities to design a highly intuitive and automated customer experience omnichannel environment.

Workshop Agenda:

- Demonstration the art of possible
- Assessment & Evaluation: of As-Is state
- Use and Business Case development –
 - Opportunity Identification
 - Identification of transformation type and levers
 - Level of automation in the processes
 - Creation of blueprint

After the workshop, you will get a

- Playback of assessment findings
- A high-level design and budgetary cost estimation for your solution to-be



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