

# Contact Center Transformation

Microsoft Digital Contact Center Platform

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NTT DATA 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 you solution to-be



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