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# The Al Workforce for Contact Centers

How to Automate the Right Tasks for Maximum Impact

Introduction

### The AI Workforce is Here

Al in contact centers is no longer a futuristic idea—it's happening now. But contrary to the common fear, Al isn't taking jobs. Instead, it's taking on tasks within jobs, freeing human workers from repetitive, low-value work so they can focus on strategy, customer relationships, and creativity. For contact center leaders, the challenge isn't whether to adopt Al—it's how to apply it strategically.

#### This guide will show you:



A step-by-step playbook for AI-powered contact centers

The companies that embrace AI as a workforce, rather than just a tool will be the ones that thrive.

### Al Isn't Replacing People-It's Replacing Repetitive Tasks

Many industries have seen automation reduce the need for certain roles. But in the contact center, AI is different. Instead of replacing human agents and supervisors, AI is handling structured, repeatable tasks—tasks that humans never enjoyed doing in the first place.

#### For example, take Quality Assurance (QA) Analysts:

Before Al

QA teams manually reviewed 1-2% of calls, leading to missed compliance risks and inconsistent agent feedback.

#### With Al

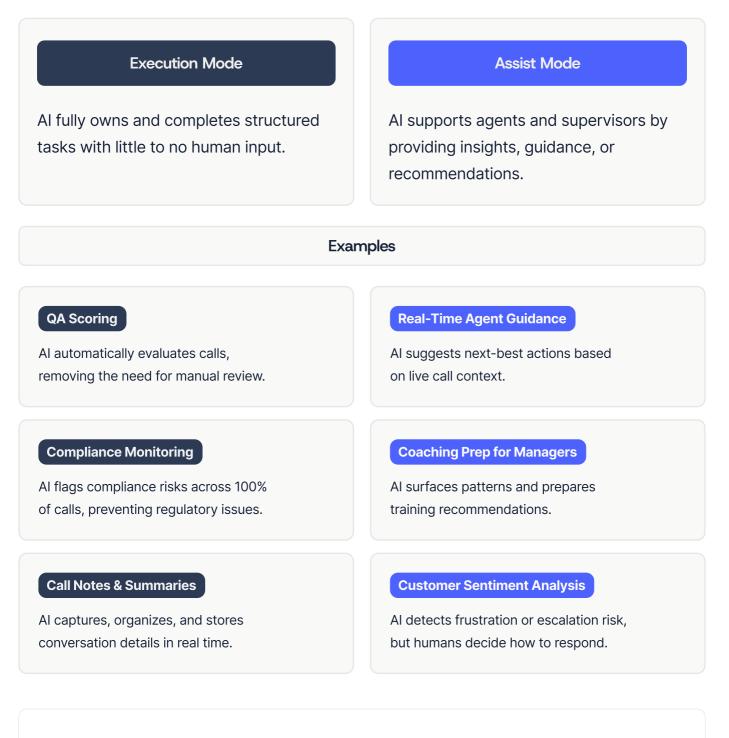
Al scores 100% of calls automatically, flags exceptions for review, and lets QA teams focus on high-impact coaching instead of mundane call scoring.

The same is happening in compliance monitoring, note-taking, and coaching prep—Al is taking on the work, so humans don't have to. The result? Faster, smarter contact centers that operate at a higher level of efficiency and accuracy.

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### Where AI Should Execute Work vs. Assist Agents

Al isn't just one thing—it has two primary modes of operation:



**Key takeaway:** Al should be executing high-volume, repetitive work while assisting with human-driven tasks. The balance between the two is where Al's power lies.

### How to Start Automating QA, Compliance, and Coaching

#### Contact centers that start with AI often fail to apply it strategically.

The key is to prioritize automation where it delivers real business impact.

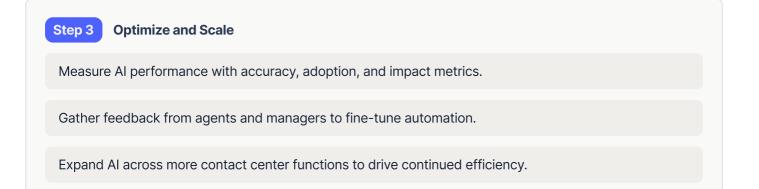
Follow this step-by-step playbook:

#### **Step 1** Identify AI-Powered Opportunities

Al automatically evaluates calls, removing the need for manual review.

Categorize tasks as structured (AI can execute) vs. judgment-based (AI should assist).





### The Future of AI in Contact Centers

Al isn't a temporary trend—it's a fundamental shift in how contact centers operate.

Over the next few years, we'll see:

Al automating more back-office tasks, freeing up teams to focus on customer experience.

Hybrid Al-human workforces, where Al handles execution and humans manage strategy.

Al-powered decision-making, as Al insights become essential for business success.

Companies that invest in AI now will be the ones that dominate the future of customer service. The question isn't if you'll implement AI – it's how fast you'll do it.

### Conclusion & Next Steps

The future of contact centers is Al-driven—but not in the way most people think. Instead of replacing humans, Al is handling the repetitive work, so your team can focus on what matters most.

#### To get started, ask yourself:

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Where is my team spending time on manual, repetitive work?

What structured tasks can AI fully execute today?

How can AI assist my agents and supervisors to drive better results?