

AI Planning for 2025: A Guide for Contact Center Leaders

Stay Ahead in 2025 – Your AI Roadmap Starts Now

AI Isn't Coming. It's Here.

2025 will be the year AI voice agents, QA automation, and real-time guidance become standard across contact centers. Wait too long, and AI won't just be an advantage for your competitors — it'll be the reason you can't catch up.

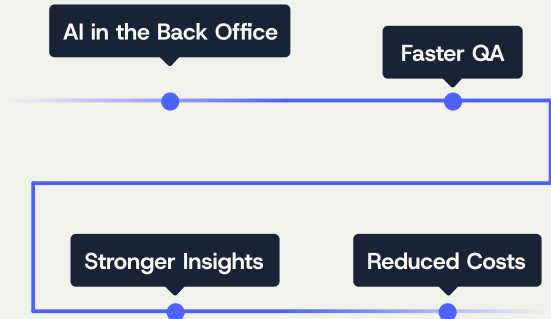
3-Step Framework

Plan Your AI Adoption:

1 Start Small, Win Big – Back Office First

Why: The biggest threat to AI adoption is failure, not limited impact. Early wins in QA and data tagging build momentum without risking customer experience. Skip AI chatbots – start where failure won't hurt.

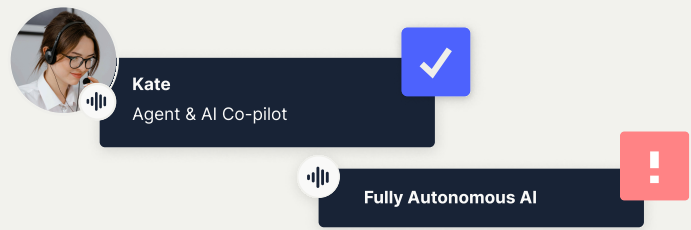
Action: Automate back-office tasks like QA and reporting. Let AI handle the small stuff while agents focus on customers. Small wins lead to bigger AI breakthroughs.



2 Co-Pilot, Not Autopilot

Why: AI can't replace the trust and empathy agents provide. Customers expect human connection, and full automation risks losing it. AI works best as a tool to guide agents, boosting speed and accuracy.

Action: Equip agents with real-time coaching tools that suggest responses, next steps, and compliance cues. AI should make agents quicker and sharper, not obsolete.

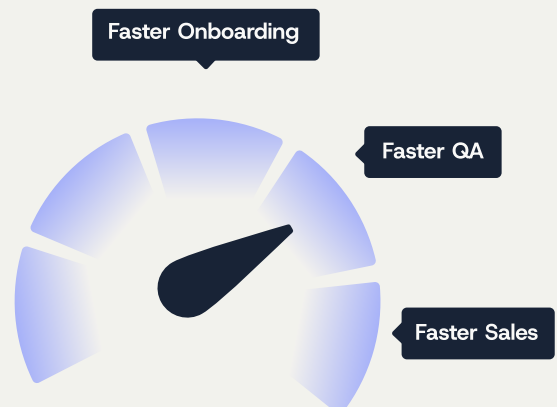


Agent Satisfaction		
Last update: 6:15 p.m.		
Agent Name	Co-Pilot	Autonomous AI
Jonathan Jones	98%	52%
Theo Bradley	88%	61%
Monica Carter	99%	33%
Debra DeAngelo	100%	56%
Kelly Kapowski	100%	100%

3 Bet on Speed – Make It Your North Star

Why: Driving productivity has been the north star of technology for as long as we can remember. The companies that prioritize speed – faster ramp-ups, faster sales, faster insights – will outpace the competition.

Action: Choose AI vendors that emphasize rapid deployment and iterative improvements. Look for partners focused on delivering results, not just features.



How to Lead in the AI Era

✓ **Start Small in the Back Office**

Focus on low-risk tasks like QA and data tagging.

✓ **Use AI as a Co-Pilot, Not a Replacement**

Let AI guide agents with real-time coaching, not take over.

✓ **Prioritize Speed and Iteration**

Choose AI solutions that deploy quickly and improve over time.

Key Takeaway

2025's winners are already starting. Don't wait for AI to be perfect – start small, scale smart, and watch your contact center transform.



Ready to move faster?

Let's build your AI roadmap together.