

YOU'RE INVITED

Unraveling the AI Mysteries in Contact Centers

Aucera and Paramount, in partnership with the Contact Center Networking Group (CCNG), are proud to host an exclusive gathering of contact center leaders, where we will delve into the most pressing topic at the forefront of our industry today: Artificial Intelligence (AI).



WHEN?

Thursday, September 12th
9:00 AM - 12:00 PM

Join us at Paramount. [RSVP here to join!](#)



WHERE?

Paramount: 4170 Ashford Dunwoody Rd NE,
Atlanta, GA

AI continues to revolutionize the way we operate; it brings both immense opportunities and challenges. This event is designed to address these issues head-on and ensure that each attendee leaves with actionable insights to positively impact their contact center AI implementation strategy.

EVENT FOCUS

Automating and Streamlining the Recruiting Process via AI and Automation

Address the top concern of staffing by exploring how AI can revolutionize your recruiting process. AI-driven tools that save time and reduce hiring costs. Real-world implementations and success stories.

Best Practices for Prioritizing AI Tools in the Contact Center

Provide a roadmap for AI implementation to improve employee and customer experience and ROI. Demystifying AI and its practical applications. Strategies and tools available for enhancing training, coaching, quality control, and engagement. Prioritizing AI tools for immediate and long-term benefits.

WHY YOU CAN'T MISS IT

Demystify AI: Understand that AI, despite the hype, is still evolving, and no contact center has fully mastered it yet.

Actionable Insights: Gain practical solutions to address your pain points with AI.

Enhance Your Processes: Learn how AI can make your current processes more efficient, cost-effective, and high-performing.

Network and Collaborate: Exchange knowledge and experiences with industry peers and connect with fellow professionals, opening doors to new opportunities.

ABOUT US

Aucera: A global leader in customer experience solutions built on one passion—reimagining how the world connects.

Paramount: An award-winning, federally certified women-owned business specializing in Contact Center Staffing.

CCNG: A beacon for contact center and customer care professionals for over 30 years, fostering growth and networking.

This event is your ticket to influencing the future of contact center operations. Join us for a morning of insightful learning and valuable networking.

RSVP Now: Don't miss out on this opportunity to elevate your contact center's capabilities. Contact us for more details and to secure your spot.

We're excited to host you at what's set to be an inspiring and enriching experience.

SAVE THE DATE - 9.12.24