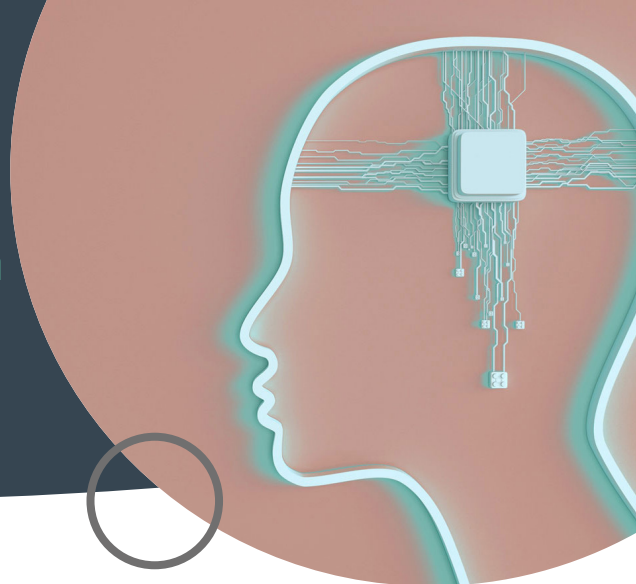# AI Cafe

Workshop: Transforming Customer Experience through AI Innovation in the Contact Centre

Everyone is talking about artificial intelligence (AI) and how it is transforming the world around us. AI seems to feature in every business news article, on mainstream media, and is present in everything from cars to washing machines, vacuum cleaners, and home assistants.

But what can AI really do for us within customer experience and the Contact Centre?

What better way to understand the potential business benefits than talking to the technology itself? We asked the latest AI phenomenon, ChatGPT by OpenAi, to give us its thoughts on why a business should be using AI? It told us this;

"There are several reasons why a business might choose to use AI:

1. *Increased efficiency: AI algorithms can automate repetitive tasks and processes, freeing up human employees to focus on more strategic and creative work.*

2. *Improved decision making: AI can analyse vast amounts of data and provide insights and recommendations that would be impossible for humans to generate on their own.*

3. *Enhanced customer experience: AI can provide personalised experiences and improve customer service through the use of chatbots and other customer service automation tools.*

4. *Cost savings: By automating tasks and processes, AI can help a business reduce labour costs and increase efficiency.*

5. *Competitive advantage: Companies that adopt AI technology can gain a competitive advantage over their peers by being able to process and analyse data faster and more effectively.*

However, it's important to note that AI should not be viewed as a "silver bullet" solution and should be implemented in a way that complements and enhances existing business processes, rather than replacing human workers."

It sounds amazing, but organisations need to know where to start. What are the practical steps? What processes are suitable for AI? What will the benefits be?

That is why IPI have created AI Cafe. A no-cost morning workshop to assess the opportunities for the introduction of AI into your operations across your customer experience channels.

Built to focus on the operations requirements, not the technology, we will work together to review your contact strategy, channels, processes, volumes, skillset and tools within your teams, and current pain points that both you and your customers face today.

Following the AI Cafe, IPI will build a short summary report that plays back the identified use cases and builds a provisional roadmap of a phased approach to adoption. This could be through voice, chat or other digital channels or even passive AI acting as an integration within your processes to help decision making. This report advice will be practical, realistic, and achievable based on the outputs of the session with a summary ROI (return on investment) model.

Where you want to go next is up to you, but IPI will be able to support with any further conversations.

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Prerequisite Information

Below is a list of the information that IPI will require to be prepared for the session. This will help inform the conversation. IPI are happy to put an NDA in place and have a mutual NDA we can provide.

- Business operations knowledge of contact types, volumes and categorisations, and the current workflows which support these.

- Knowledge of current issues, challenges, pinch points and resourcing challenges in the Contact Centre.

- Knowledge of current business applications and their uses.

Who should attend

The AI Cafe is suited to the following job roles;

- Operations leads

- Contact Centre leads

- Customer experience leads

- Digital leads

- Change / Continuous improvement leads

- Business analyst leads

- Workforce / Resource planning leads

Time	Agenda
9:30am	**Session 1:** Arrival and introductions Overview of current Contact Centre operation Review of current journey/process issues, challenges and contact drivers - supported by customer provided data
10:45am	**Break**
11:00am	**Session 2:** Review of use cases and practicalities of implementing Analysis of priorities for addressing challenges Discovery around what use cases can be addressed by AI Agreement on focus areas and next steps
12:00pm	**Close**