



VoiceCon 2007 Orlando

Next-Gen Technologies for the Contact Center

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Focus Questions

What are the future trends in customer self-service?

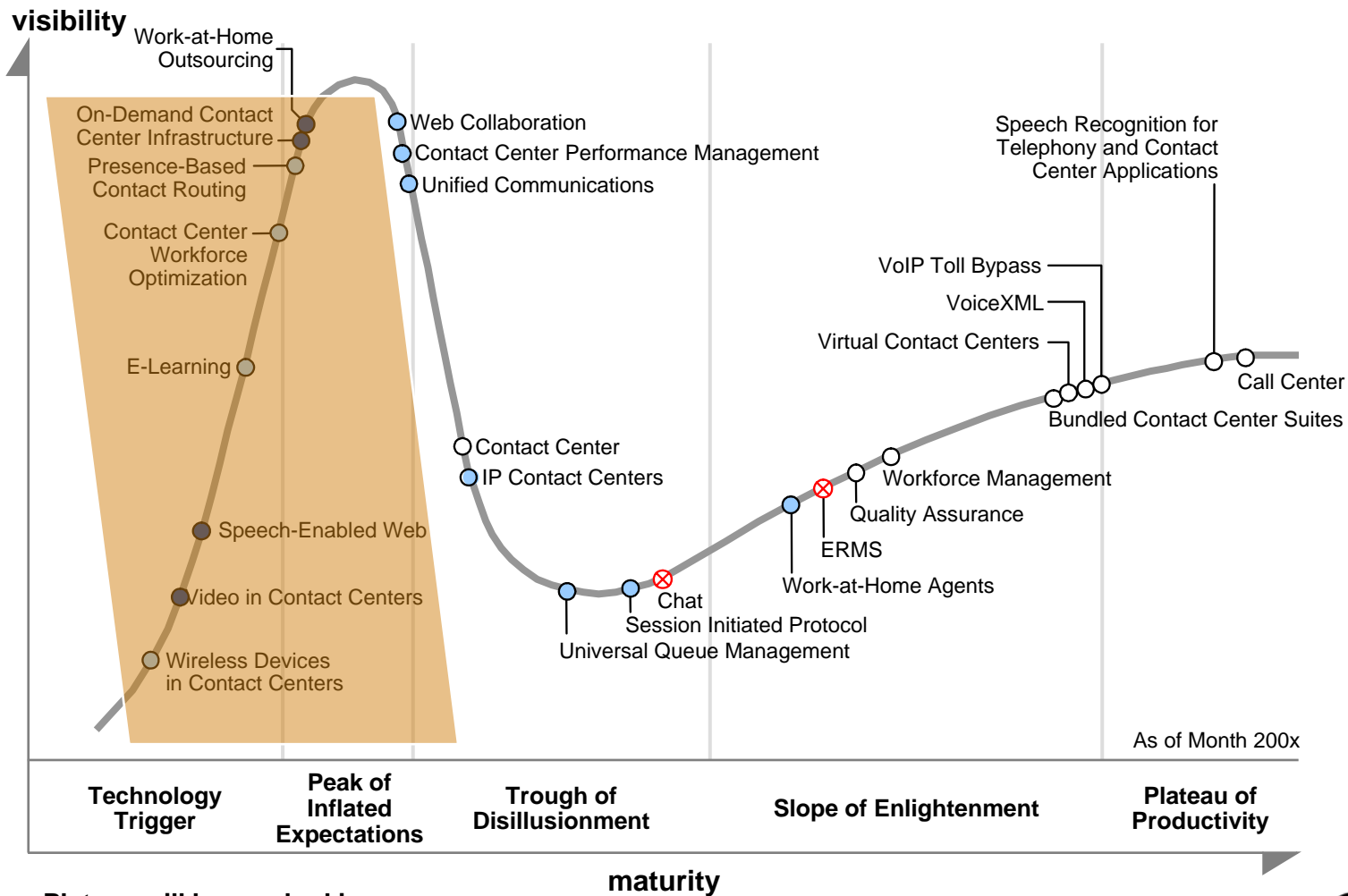
Will there be an increased need to support video in the contact center?

How does presence technology let agents get the expert help they need to resolve customer issues more quickly and definitively?

What is the role of new protocols and standards, such as Call Control XML and SIP, to drive the next developments?

How will these technologies find their way into your contact center?

Gartner Hype Cycle



As of Month 200x

Plateau will be reached in:

less than 2 years

● 2 to 5 years

● 5 to 10 years

▲ more than 10 years

⊗ obsolete before plateau

(From "Hype Cycle for Contact Center Infrastructure, 2006," 13 July 2006)

6 Current Trends

Call centre virtualization

Focusing on Measurements

Opt **Technology** *ervice*

Glob **Process** *ing*

Technology transformation

Process Optimization

Current Technology Trends

Call centre virtualization

Optimize self service

Technology transformation

- **Physical consolidation**
- **Virtual call centre**
- **Remote workers**
- **Ad-hoc agents**
 - Branch locations
 - Expert advise

- **Enhanced IVR and speech recognition**
- **Personalized service**
- **Intelligent search / FAQ**

- **Multi-channel contact centre**
 - Email , fax , outbound voice
 - Web chat / web collaboration
- **IP Telephony**
- **Infrastructure optimization**

6 Future Trends

Presence

Virtual Worlds

Video

Future trends

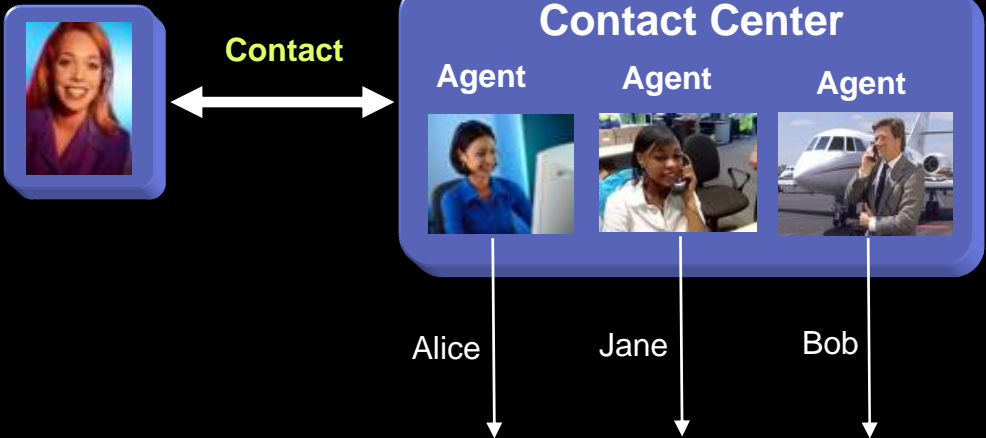
Voice Biometrics

*Multimodal
Communications*

Real Time Translation

Future trends

Customer



Presence Server

- Status online/offline
- Phone on hook/off hook
- Integration with calendar
- Integration with location service

Technology Prerequisites

IPC	Routing Engine	Cellular Gateway
IVR	Speech Server	Presence Server
UQ	Video/Kiosk	High Speed Internet

Presence

Call Centre

Sales	Self-service
Customer Service	Operator Services
Technical Support	Emergency svcs

App / Niche

Sales	Right person
Always connected	

Media

Voice / Speech	Video
Internet	Multi-Modal

Timeline

	Today	2-5 Years	Beyond
Availability			
Acceptance			
Pervasive			

Future trends



Video

Call Centre

Sales	<input checked="" type="checkbox"/>	Self-service	<input checked="" type="checkbox"/>
Customer Service	<input checked="" type="checkbox"/>	Operator Services	<input type="checkbox"/>
Technical Support	<input type="checkbox"/>	Emergency svcs	<input type="checkbox"/>

App / Niche

Kiosk	<input checked="" type="checkbox"/>
Enhanced customer service	<input checked="" type="checkbox"/>

Media

Voice / Speech	<input checked="" type="checkbox"/>	Video	<input checked="" type="checkbox"/>
Internet	<input type="checkbox"/>	Multi-Modal	<input checked="" type="checkbox"/>

Technology Prerequisites

IPC	<input checked="" type="checkbox"/>	Routing Engine	<input type="checkbox"/>	Cellular Gateway	<input type="checkbox"/>
IVR	<input type="checkbox"/>	Speech Server	<input type="checkbox"/>	Presence Server	<input type="checkbox"/>
UQ	<input checked="" type="checkbox"/>	Video/Kiosk	<input checked="" type="checkbox"/>	High Speed Internet	<input checked="" type="checkbox"/>

Timeline

	Today	2-5 Years	Beyond
Availability	<input checked="" type="checkbox"/>		
Acceptance		<input checked="" type="checkbox"/>	
Pervasive		<i>niche</i>	

Future trends



Multimodal Communications

Call Centre

Sales	<input checked="" type="checkbox"/>	Self-service	<input checked="" type="checkbox"/>
Customer Service	<input checked="" type="checkbox"/>	Operator Services	<input type="checkbox"/>
Technical Support	<input checked="" type="checkbox"/>	Emergency svcs	<input checked="" type="checkbox"/>

App / Niche

GPS	<input checked="" type="checkbox"/>	End User Support	<input checked="" type="checkbox"/>
Instructional Videos	<input checked="" type="checkbox"/>		

Media

Voice / Speech	<input checked="" type="checkbox"/>	Video	<input checked="" type="checkbox"/>
Internet	<input checked="" type="checkbox"/>	Multi-Modal	<input checked="" type="checkbox"/>

Technology Prerequisites

IPC	<input checked="" type="checkbox"/>	Routing Engine	<input type="checkbox"/>	Cellular Gateway	<input checked="" type="checkbox"/>
IVR	<input checked="" type="checkbox"/>	Speech Server	<input checked="" type="checkbox"/>	Presence Server	<input type="checkbox"/>
UQ	<input type="checkbox"/>	Video/Kiosk	<input type="checkbox"/>	High Speed Internet	<input checked="" type="checkbox"/>

Timeline

	Today	2-5 Years	Beyond
Availability	<input checked="" type="checkbox"/>		
Acceptance		<input checked="" type="checkbox"/>	
Pervasive			<input checked="" type="checkbox"/>

Future trends



- Avatars
- Information sharing

Technology Prerequisites

IPC	<input checked="" type="checkbox"/>	Routing Engine	<input type="checkbox"/>	Cellular Gateway	<input type="checkbox"/>
IVR	<input type="checkbox"/>	Speech Server	<input type="checkbox"/>	Presence Server	<input checked="" type="checkbox"/>
UQ	<input type="checkbox"/>	Video/Kiosk	<input type="checkbox"/>	High Speed Internet	<input checked="" type="checkbox"/>

Virtual Worlds

Call Centre

Sales	<input checked="" type="checkbox"/>	Self-service	<input checked="" type="checkbox"/>
Customer Service	<input checked="" type="checkbox"/>	Operator Services	<input type="checkbox"/>
Technical Support	<input checked="" type="checkbox"/>	Emergency svcs	<input type="checkbox"/>

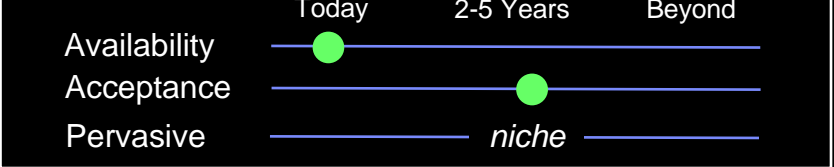
App / Niche

Support	<input checked="" type="checkbox"/>	New technology	<input checked="" type="checkbox"/>
Youth markets	<input checked="" type="checkbox"/>	Cell Phones	<input checked="" type="checkbox"/>

Media

Voice / Speech	<input checked="" type="checkbox"/>	Video	<input checked="" type="checkbox"/>
Internet	<input checked="" type="checkbox"/>	Multi-Modal	<input checked="" type="checkbox"/>

Timeline



Future trends



- Detect and prevent fraud
- Improve security and user
- Speaker verification

Technology Prerequisites

IPC	Routing Engine	Cellular Gateway
IVR	Speech Server	Presence Server
UQ	Video/Kiosk	High Speed Internet

Voice Biometrics

Call Centre

Sales	Self-service
Customer Service	Operator Services
Technical Support	Emergency svcs

App / Niche

Sales	Authentication
Password Reset	Security

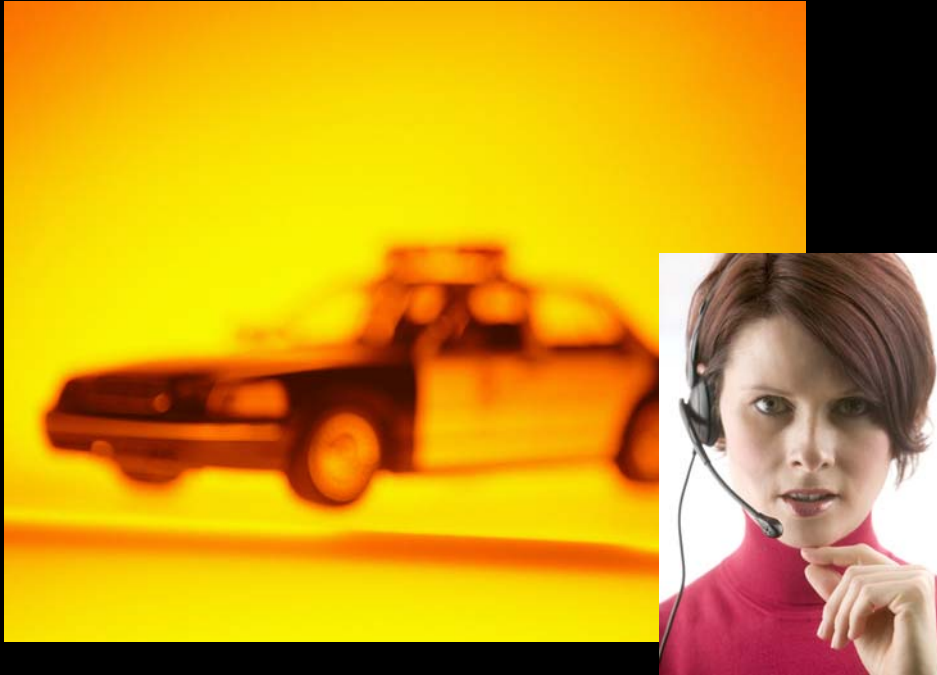
Media

Voice / Speech	Video
Internet	Multi-Modal

Timeline

	Today	2-5 Years	Beyond
Availability			
Acceptance			
Pervasive			

Future trends



- Translate from other languages to English and back again in real time

Technology Prerequisites

IPC	Routing Engine	Cellular Gateway
IVR	Speech Server	Presence Server
UQ	Video/Kiosk	High Speed Internet

Real Time Translation

Call Centre

Sales	Self-service
Customer Service	Operator Services
Technical Support	Emergency svcs

App / Niche

911 Translation
Operator support

Media

Voice / Speech	Video
Internet	Multi-Modal

Timeline

	Today	2-5 Years	Beyond
Availability			
Acceptance			
Pervasive		<i>niche</i>	

The Contact Center of the Future

- Increased adoption of IP converged communications
- open standards
- speech technology
- More sophisticated Interaction routing
- Emphasis on improving the customer experience
- Virtualized infrastructure and workforce