



Getting Started with AI: Start Small, Win Big

Navigating the AI Era in Contact Centers

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Two Places AI Can Help First: Backlogs and After-Call Work



The Voicemail Blackhole

Front office overwhelmed by incoming messages. Distinguishing between a routine question and an critical moment is challenging to do quickly without manually listening to every call.






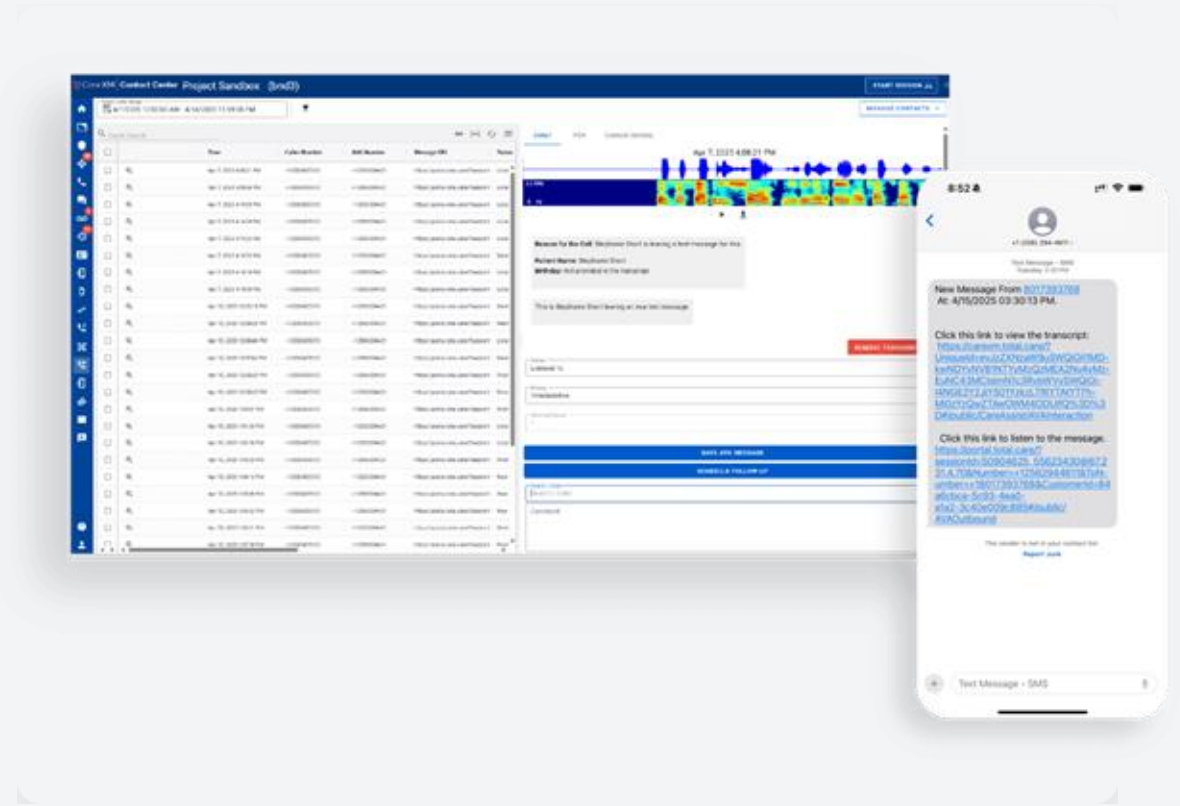
The Triage Toll

Triage nurses face complex, high-stakes after-call protocols. Navigating these systems causes high cognitive strain, increasing the risk of burnout and reducing documentation accuracy.

Use Case 1: AI-Assisted Voicemail

From Audio to Visual Triage

-  **Extraction, Not Just Transcription:** AI generates structured, customized summaries, not just raw messy transcripts.
-  **Precise Tuning:** The AI model is specifically tuned for each use case, pulling out the patient's core issue instantly and accurately.
-  **Immediate Visibility:** Agents view the reason for the call and patient information without listening to the message or reading the transcript.



Outcomes: Speed Meets Accuracy



Unprecedented Speed

Humans read much faster than they listen. By converting an audio task into a visual reading task, agents process the voicemail backlog in a fraction of the time, dramatically reducing handle times.





Contextual Accuracy


Overcomes traditional transcription and summarization hurdles (medical terms, accents) by customizing AI summarizations to each use case.

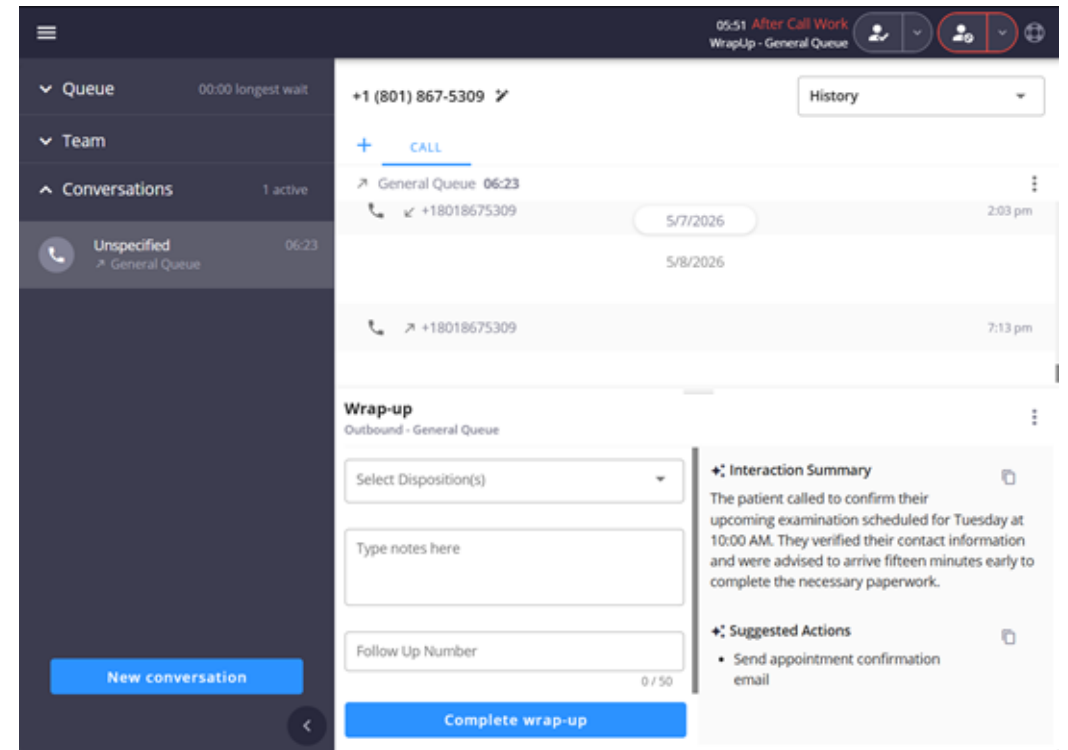
Conquering the Triage Toll: Augmenting ACW

"Agents act as editors, not creators."

 **Auto-Generation:** Ingests expected procedures and generates clinical notes and next-step recommendations instantly.

 **Augment, Don't Replace:** Agents remain in complete control. AI acts as a co-pilot helping them properly document and act.

 **The Golden Rule:** Agents review, modify, and save. Removing the friction of starting from a blank page.



The screenshot displays a call center interface. On the left is a dark sidebar with a menu icon at the top. Below it are sections for 'Queue' (00:00 longest wait), 'Team', and 'Conversations' (1 active). The 'Conversations' section is expanded to show an 'Unspecified' conversation from 'General Queue' at 06:23. At the bottom of the sidebar is a blue button labeled 'New conversation'. The main area shows a call log for '+1 (801) 867-5309'. The first entry is from 'General Queue' at 06:23, with a call icon and a checkmark. Below it are two call history entries: one from 5/7/2026 at 2:03 pm and another from 5/8/2026 at 7:13 pm. Below the call log is a 'Wrap-up' section for 'Outbound - General Queue'. It contains a 'Select Disposition(s)' dropdown, a 'Type notes here' text area, and a 'Follow Up Number' field with a character count of 0 / 50. To the right of the wrap-up form is an 'Interaction Summary' box containing text about a patient's appointment confirmation. Below the summary is a 'Suggested Actions' box with a bullet point: 'Send appointment confirmation email'. At the bottom right of the wrap-up section is a blue button labeled 'Complete wrap-up'.

Outcomes: Retention & Efficiency



Reducing ACW

Less time typing notes means faster answers and shorter queues for the next patient needing care.



High Accuracy





The combination of AI generation and human oversight (Human + AI) results in highly accurate, standardized documentation.



Staff Retention

Significantly reduced cognitive burden fights nurse and agent burnout, allowing them to focus on patient empathy.

The Reality Check: **What They Don't Tell You**

-  **AI is Not Infallible:** Human review remains 100% critical, especially in high-stakes healthcare environments.
-  **Make Change Management Fun:** Acknowledge that AI isn't perfect. Create feedback channels where users can share amazing results, and have a good laugh at the hallucinations.
-  **Iterate Constantly:** Out-of-the-box AI rarely works perfectly on day one. Vendor flexibility to regularly tune the AI behavior is mandatory.
-  **Ops Leads the Way:** The most brilliant technology fails if it doesn't solve a tangible, painful problem on the contact center floor.

Under the Hood: Human-Centric Architecture



Extraction vs. Generation

Extracting key facts directly from a transcript is significantly safer and more reliable than allowing an AI to "guess" or hallucinate what to write.



Human-in-the-Loop

System design must empower agents to edit effortlessly. If editing an AI output takes longer than typing from scratch, the technology has fundamentally failed.



Architectural Flexibility

Rigid, black-box AI tools cannot survive in specialized environments. Modular architectures allow operations to tune the AI to precise workflows.

Grounded in Quality: **Trusting the AI Rollout**



Watch the Right Metrics

Understand your baselines before making a change. Monitor your core metrics relentlessly during any AI evolution. If quality starts to shift, pause and iterate.



AI-Assisted QA

Modern tech helps augment QA efforts to score 100% of interactions, rather than a 2% random sample. This creates a data goldmine, empowering teams to invest in the right improvement efforts.



The Rollout Curve

When you start using AI in any capacity, plan to review everything manually at first. You need this phase to understand exactly how it works and where it struggles.

Your Blueprint for AI Success

The Ops Leader's Tactical Checklist

- ✓ **Start Simple & Internal:** Begin with small, internal-facing, low-risk tools. Don't let a bot talk to your customers until it successfully supports your agents.
- ✓ **Demand Vendor Flexibility:** Avoid rigid "big bang" rollouts. Partner with vendors who support modular implementation and continuous tuning.
- ✓ **Monitor the Right Metrics:** Watch your core KPIs during rollout. If CSAT drops or AHT unexpectedly spikes, pause, iterate, and retune.
- ✓ **Have Fun Together:** Share the wins and be transparent about the failures. Bring your agents along for the ride.

Questions?

Let's bridge the gap together.

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