

CRMxchange Announces Upcoming Customer Support Webcast Schedule

The schedule includes webcasts on topics such as Intelligent Desktop, Workforce Management, and Digital Strategy.



Sarasota, Jan 29, 2019 ([IssueWire.com](http://www.IssueWire.com)) - 2/7/19 Roundtable - Preparing for the Future of Workforce Management - Aspect and NICE

Without the right tools in place to meet the staffing demands of increasingly complex contact center environments, managers struggle to reach their objectives. Discover and experience emerging solutions to help improve service levels while keeping costs in check. Register Now: <http://bit.ly/2EQ9I9y>

2/13/19 Smart Agent Assistant - Intelligent Automation with a Human Touch from within the Agent's Desktop - Jacada

Jacada Smart Agent Assistant offers intelligent automation with a human touch where it matters most – at the desktop.

Join this Technology Showcase as we demonstrate the Smart Agent Assistant, an RPA bot working side by side with the call center agent to amplify productivity with instant access to the right information and processes, shorten handle times through automation implemented during and after customer interactions, and enable the agent to focus on the customer instead of the system.

<https://www.crmxchange.com/techshow/smartagentassist/jacadafeb2019.asp>

2/21/19 Best Intentions—Removing Barriers to a Successful Digital Strategy - VHT

Chatbots and AI offer a compelling vision for the future of customer interactions with an alluring ROI.

While many webcasts and white papers discuss understanding the customers' intent...too few discuss the organization's interests. When imagining, designing, implementing, and managing your digital strategy, it is critical to take into account both the customer and the company's intent.

We discuss three key points: 1) Examples of good experiences when customers understand the

organization's intent, 2) The orchestration of business processes and systems to enable customers to get the help they need through an organization's digital strategy, 3) Best practices to transition customers from self-help to live help in order to maximize customer value.

<https://www.crmxchange.com/webcast/removingbarriers/vhtfeb2019.asp>

2/26/19 Swipe Left, Swipe Right – How to Match the Customer with the Perfect Agent - NICE

Having data is one thing; being able to use data in an impactful way to improve customer experiences and a business' bottom-line takes your company to another level.

Using a personality model developed in partnership with the National Aeronautics and Space Administration (NASA), move from trends to true matches for your business and your customers. Hear from experts at the forefront of the customer experience about Predictive Behavioral Routing and Analytics, and get ready to make connections smarter in 2019.

<https://www.crmxchange.com/webcast/matchcustwithagent/nicefeb2019.asp>

2/28/19 Consumer Experience Research: 2019 Trends You Need to Know - Aspect

For today's Millennial and GenZ consumers, customer service alone is no longer good enough. Completing transactions and answering questions are table stakes under the new rule of the experience economy. By demanding experience-first service, these digital natives are changing channels and changing how customer service itself is defined.

Join us as we discuss the top three findings from the 2018 Aspect Consumer Experience Index report that will show new loyalty triggers and revenue drivers this new customer experience economy can offer.

<https://www.crmxchange.com/webcast/consumerexp/aspectfeb2019.asp>

3/7/19 Best Practices in Analytics and Business Intelligence - NICE, CallMiner

Leveraging analytics and business intelligence offer a distinctive opportunity to create a competitive advantage. This roundtable explores best practices and proven strategies enabling organizations of all sizes to achieve consistent improvement.

<https://www.crmxchange.com/roundtable/analyticsandbusintell/crmxchangemar2019.asp>

About CRMXchange

CRMXchange is the premier destination for information on customer relationship management solutions, including customer interaction best practices, CRM programs, training, and other valuable industry resources. To view the full schedule of upcoming webcasts for the year and to register for individual sessions, visit: http://www.crmxchange.com/call_center_webcasts.asp

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