

Part 4 : The Evolution of the Contact Centre - Six trends that provide hope for contact centre leaders



Over the last 18 months, our industry has been through some of the toughest challenges it has ever faced. We have been tracking its progress through the Evolution of the Contact Centre research initiative to present the current situation and what contact centre leaders are revealing about their plans for the future.

This is Part 4 of the Evolution programme and we can't wait to show you just how far the industry has come.

Download the report to uncover the latest developments in hybrid working, customer demand and the relationship between customer service and customer experience.

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