The Inner Circle Guide to AI, Chatbots & Machine Learning

ContactBabel's 'Inner Circle Guide to AI, Chatbots & Machine Learning' is written for businesses looking to implement or extend their use of AI in the contact centre. It aims to give a detailed and definitive view of the reality of implementing and using these technologies, as well as a view on what the future holds.

This independent analyst report is based on surveys with over 200 UK and US organisations and 1,000+ interviews with UK and US consumers.

It covers:

- Use cases for AI

- Chatbots, voicebots and mailbots

- Assisted service/agent augmentation

- Sentiment analysis and AI-enabled analytics

- Implementing and using AI

- Current and future use of AI and chatbots

The Inner Circle Guide to AI, Chatbots & Machine Learning is part of ContactBabel's Inner Circle Guide series.

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