

# 5 Ways Contact Centers Mitigate The Great Resignation

Businesses like yours have much to learn from the people who manage contact center operations. Here, we outline five lessons learned over decades that apply directly to issues organizations face amid mass resignations and employee turnover.

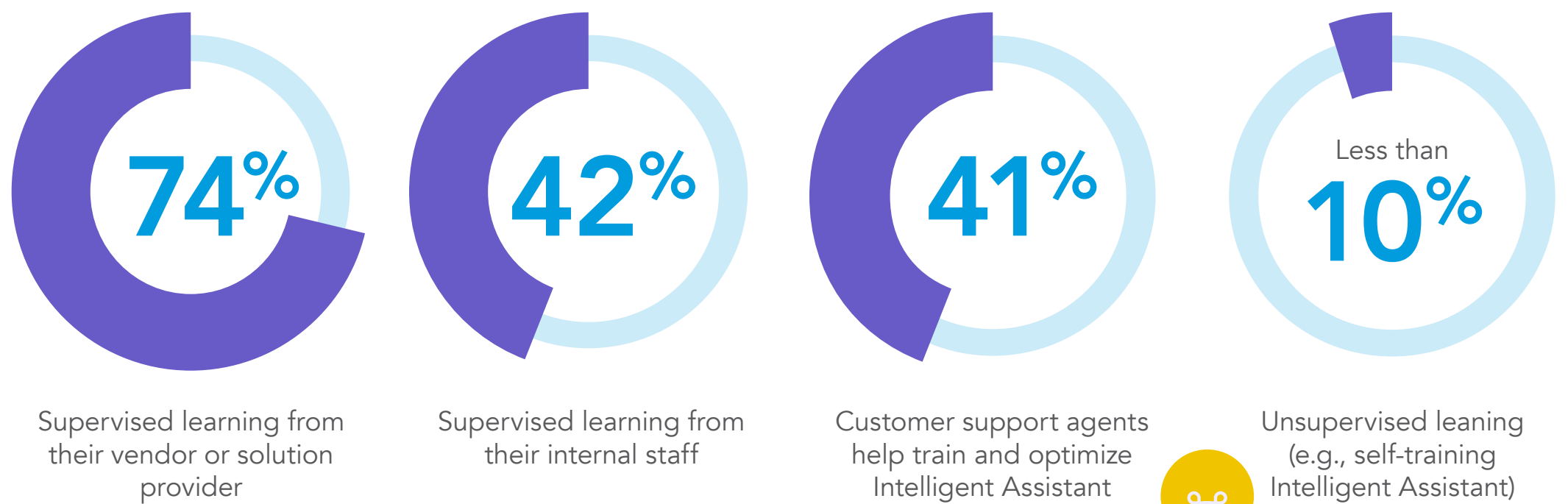
For the full story, download the Opus Research Inc. white paper: [5 Ways Contact Centers Mitigate TGR's Impact](#)



## HOW DO CONTACT CENTERS MITIGATE TGR'S IMPACT?

- Embrace conversational AI and automation
- Engage agents as subject matter experts to train AI
- Support true customer self-service
- Provide consistent answers across all channels
- AI must support both employee satisfaction and customer loyalty

## WHAT METHODS DO ORGANIZATIONS LIKE YOURS USE TO TRAIN AND OPTIMIZE THEIR ENTERPRISE INTELLIGENT ASSISTANT?



Source: Respondents to Opus Research, Global Enterprise Intelligent Assistants Survey, 2022

## ONE THING IS CLEAR. AI-POWERED CHATBOTS

- Do not get sick** (Icon: Shield with cross and virus particles)
- They don't take time off** (Icon: Calendar and dollar sign)
- They can put in extra hours on nights or weekends** (Icon: Alarm clock)
- Thanks to machine learning algorithms, their performance constantly improves** (Icon: Lightbulb)

### Contact us

[www.247.ai](http://www.247.ai)  
[info@247.ai](mailto:info@247.ai)  
 United States +1-855-692-9247  
 Canada +1-866-273-1195  
 United Kingdom +44 0 207 836 9203  
 Australia +61 2 90025780

### About [24]7.ai

[24]7.ai is redefining how artificial intelligence, human insight, and deep vertical expertise can produce personalized, satisfying customer experiences across all channels. Our advanced conversational AI platform predicts consumer intent and creates frictionless interactions that help the world's largest and most recognizable brands to strengthen customer relationships and increase brand loyalty. With more than two decades of contact center operations expertise, [24]7.ai empowers companies to deliver natural, consistent conversations that increase customer satisfaction while lowering costs.

For more information visit: [www.247.ai](http://www.247.ai)