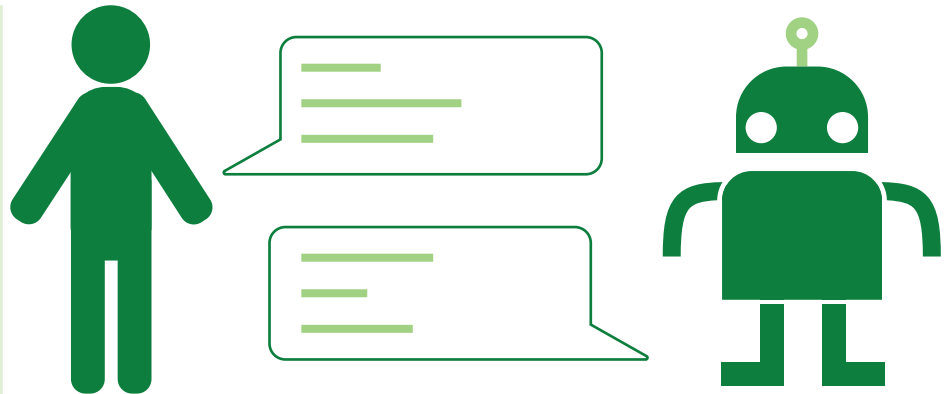


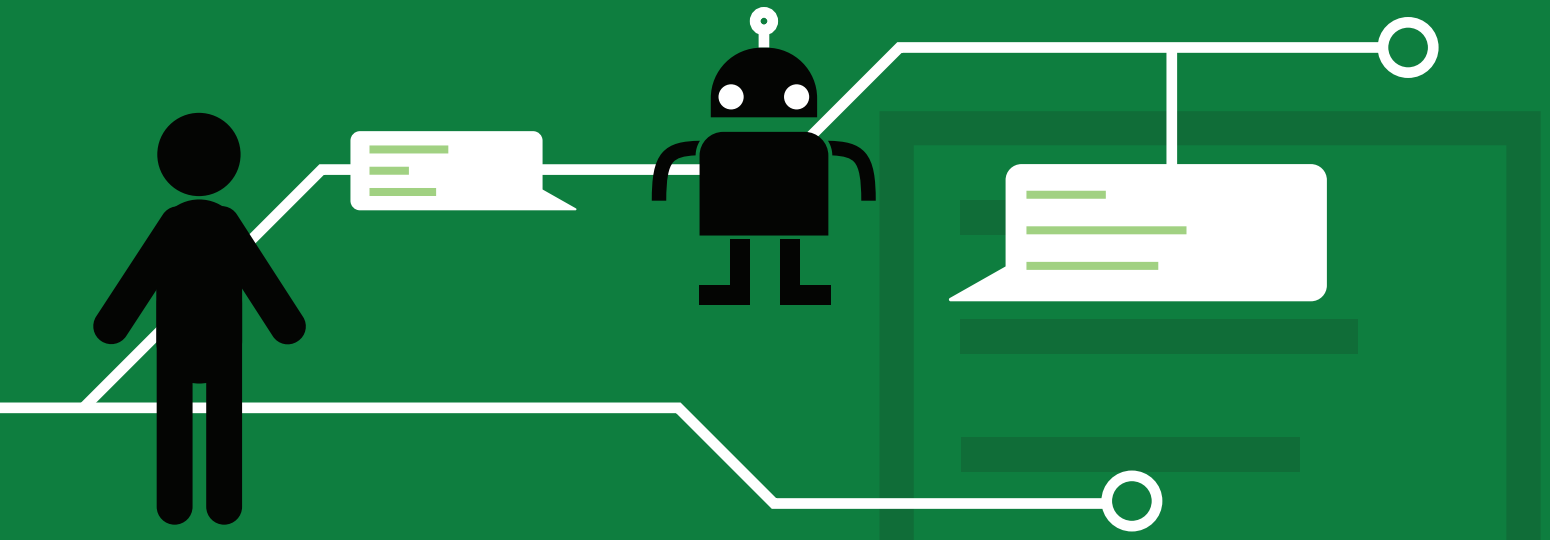
CONTACT CENTER



Traditional contact centers quickly become overwhelmed as staffed personnel cannot respond to the increased volume of service requests when businesses are closed or are otherwise unable to service their consumers. Modern contact centers are equipped with digital self-service options to automatically initiate service requests.

Businesses need to continue the adoption of new digital channels and assistant technologies that aid self-service options that increase speed and quality of service requests and deflect calls away from contact center representatives.

<https://www.info-matrix.com/blog/six-strategies-to-enable-responsive-customer-service-in-times-of-change/>



Modern contact centers equipped with digital self-service technology properly integrated with enterprise processes provide consumers with an elegant interaction and efficient processing of their service request.

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Businesses have to continuously adopt new digital channels and assistive technologies. These must supplement self-service options in order to increase speed and improve quality of customer experiences.

More at [info-matrix.com](https://www.info-matrix.com)