

Xiao-i Corporation presents:

Redefining the Operation of Contact Centre in the Age of AI

Speaker: Ms.Yiya Xu, SVP of Xiao-i Corporation

Friday, 10 May 2019 • 14:30 – 17:00

Xiao-i Asia Pacific Headquarters & AI+ Experience Centre

24/F, 9 Queen's Road Central, Hong Kong

Language : Chinese (Putonghua)

AI technology is inevitably reshaping and redefining the operation of Contact Centre in these days and ages. According to Gartner, “any organization in any industry, especially those which have to process large amount of data, can use AI for better business value”. Gartner estimates that 25% of all customer care and support operations will be integrating with AI technology across various channels and platforms by 2020 (Gartner 2018). As the leading market players of customer service industry, how should you formulate the AI+ Contact Centre strategy to better fit the industry trend and sharpen your competitive edges in enhancing the user experience in the age of AI?

Ms.Yiya Xu, SVP of Xiao-i is delighted to share her insights on the latest development of AI in customer service industry with HKCCA members. Key topics include:

- What is AI ?
- AI applications in Contact Centre
 - The competitive edge of NLP and Conversational AI
 - Deep learning and rule-based technologies for NLP and Deep Semantic Understanding
 - Chatbot (the most mature AI application in Contact Centre)
- How to reform the organizational structure to enhance the efficiency of AI+Contact Centre?
- How to foster AI+ culture in Contact Centre?
- Sharing of “Customer Service Showcase in Banking Industry”

Participants

1. Group size: 50 participants; registration will be on first-come-first-serve basis.
2. Participants from HKCCA members registration is FREE. For Non-members HK\$180/person

Please fill in the Reply Form Below and email to circle.yuen@xiaoi.com for reservation by 8 May 2019.

Redefining the Operation of Contact Centre in the Age of AI Seminar Reply Form

Tel: (852) 3897 0100/9199 5357

Email:circle.yuen@xiaoi.com

I / We will attend the seminar on 10 May 2019 Total No. of participants: _____

Company:_____ Contact Person:_____ Tel:_____

(1) Name:_____ Position:_____ Email:_____

(2) Name:_____ Position:_____ Email:_____