

# Why AI voice assistants are the new trend in contact centers

Customer preferences have evolved through digital transformation and artificial intelligence (AI). In terms of quicker responses, they have become more challenging. According to Forrester Research, 23% of B2B CMOs see enhancing customer service as the top three priorities.

Trends in contact centers give organizations a futuristic view of how digital transformation is taking place and indicate that the use of [AI VOICE ASSISTANT](#) will help their call centers have an optimized customer service experience.

Integrating AI into your customer conversations:

If the businesses can direct their clients along their journey, they may achieve maximum customer experience. The mining phase of consumer insight is triggered by using artificial intelligence.

With [AI VOICE ASSISTANT](#) and chatbots, you can respond to your customers quicker. As the first touchpoint for 24×7 customer interaction and the filtering of complex conversations, you can use chatbots then transfer to a human.

The ability to identify patterns in consumer information would also help executives from the call center. They can strategize best practices and anticipate the effects or implications of a specific course of action. So, it is worth investing in an [AI VOICE ASSISTANT](#) and following the patterns of the call center.

AI-enabled IVR and AI VOICE ASSISTANTS:

An IVR or interactive voice response system can seem impersonal, but it can help address issues and provide better customer support round the clock when combined with Artificial Intelligence (AI). AI increases the value of IVR and has impacted the future of call centers.

There is a way to substitute IVRs for [VOICEBOT AI](#) or [AI VOICE ASSISTANT](#). Identifying voice commands and responding to queries via voice as well as text will be simple with [VOICEBOT AI](#). As the key components of natural communication and knowledge gathering are speaking and listening, the evolution of voice bots will complement the natural phase. This will be the next level of experiences centered on AI that can be part of trends in the contact center.

Final thoughts on call center technology trends

The key drivers of call center developments will be the introduction of [VOICEBOT AI](#), intelligent IVRs, and chatbots. The trends in the contact centers are to engage and assist clients in ways that are allowed by live interaction and AI VOICE ASSISTANT implementation. To simplify operations, increase overall agent and customer satisfaction, the call center agents and executives will be armed with [AI VOICE ASSISTANT](#) and data-driven intelligence.