



The Customer-Led Conversation: How generative AI is upscaling voice automation for experience and insights



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Customer-led voice assistants

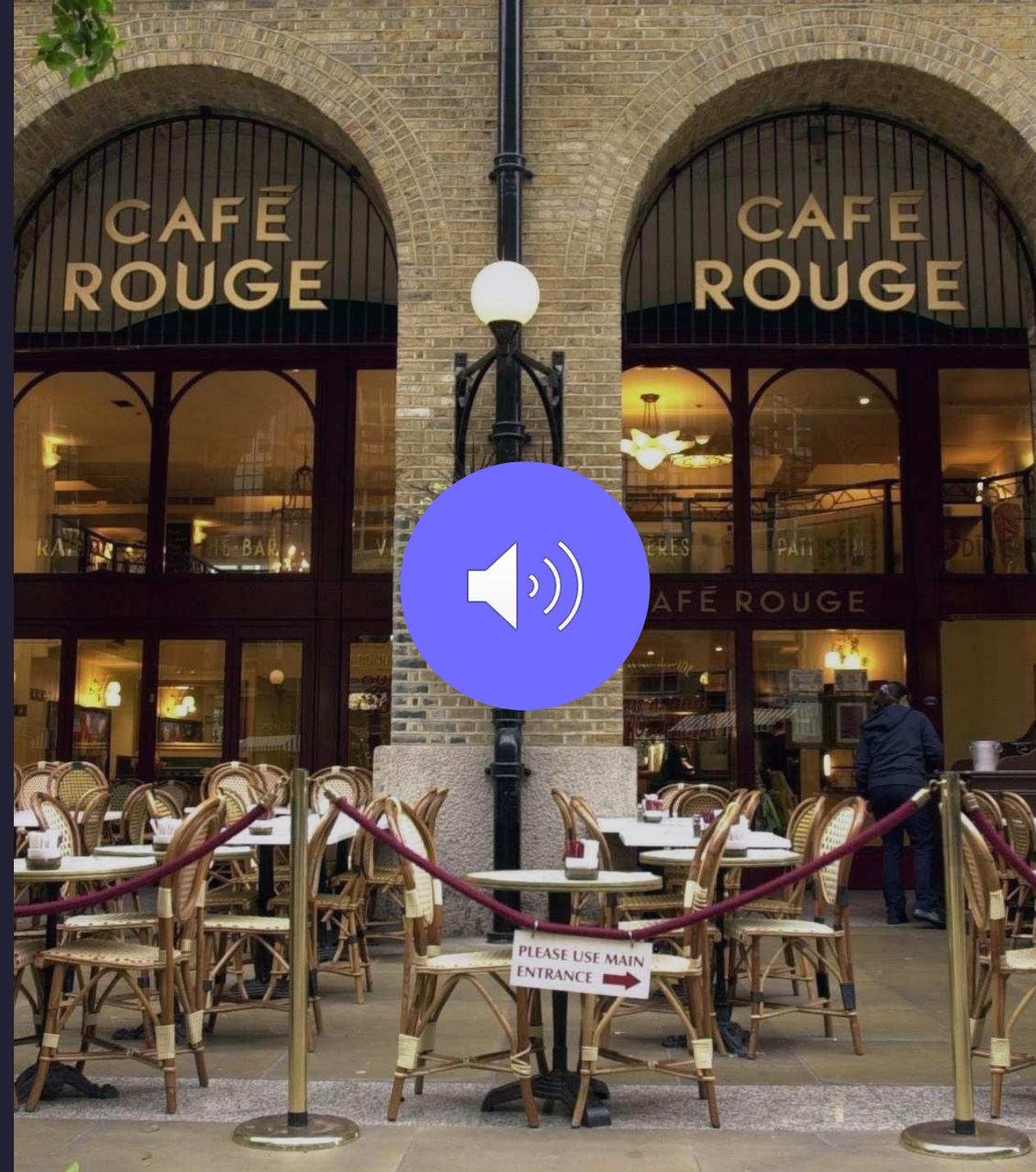




— The —
Big Table

Customer-Led Voice Assistants:

AI that sounds like the best
member of your staff



Delivering great customer experiences for top brands

Financial services



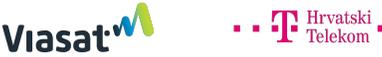
METRO BANK, Starling Bank, OneMain Financial, UniCredit, LLOYDS BANK, AEGON, NS & I

Global hospitality



Marriott, CARNIVAL CORPORATION & PLC, LANDRY'S, GOLDEN NUGGET, WHITBREAD, BOYD GAMING, GREENE KING, The Big Table, Mohegan Gaming & Entertainment

Telecommunications



Viasat, Hrvatski Telekom

Public sector



City of Amsterdam, HM Passport Office, citizens advice scotland

Retail & logistics



FedEx, carter's, endeavour group, Volkswagen, Audi

Healthcare & insurance



Simplyhealth, SAFERIDE, AEGON

Transformation & services



Atos, ttec



Generative Artificial Intelligence

16:42 4G 98

LAURA

Write a story about a family of foxes in space in the style of Edgar Allan Poe

CHATGPT

Once upon a starry, moonlit night, in the inky depths of the cosmos, there dwelled a family of foxes, their fur as dark as the void around them. These celestial foxes roamed the astral plains, far from Earth's grasp, in a cosmic realm that could only be described as a surreal dream.

Their leader, a wizened fox named Seraphius, possessed eyes like shimmering galaxies. He had spent eons studying the secrets of the universe, perusing ancient tomes of cosmic knowledge hidden within the cosmic dust clouds.

Generative Artificial Incompetence

Google

country in africa that starts with k

News Images South africa European Meme

While there are 54 recognized countries in Africa, **none of them begin with the letter "K"**. The closest is Kenya, which starts with a "K" sound, but is actually spelled with a "K" sound.

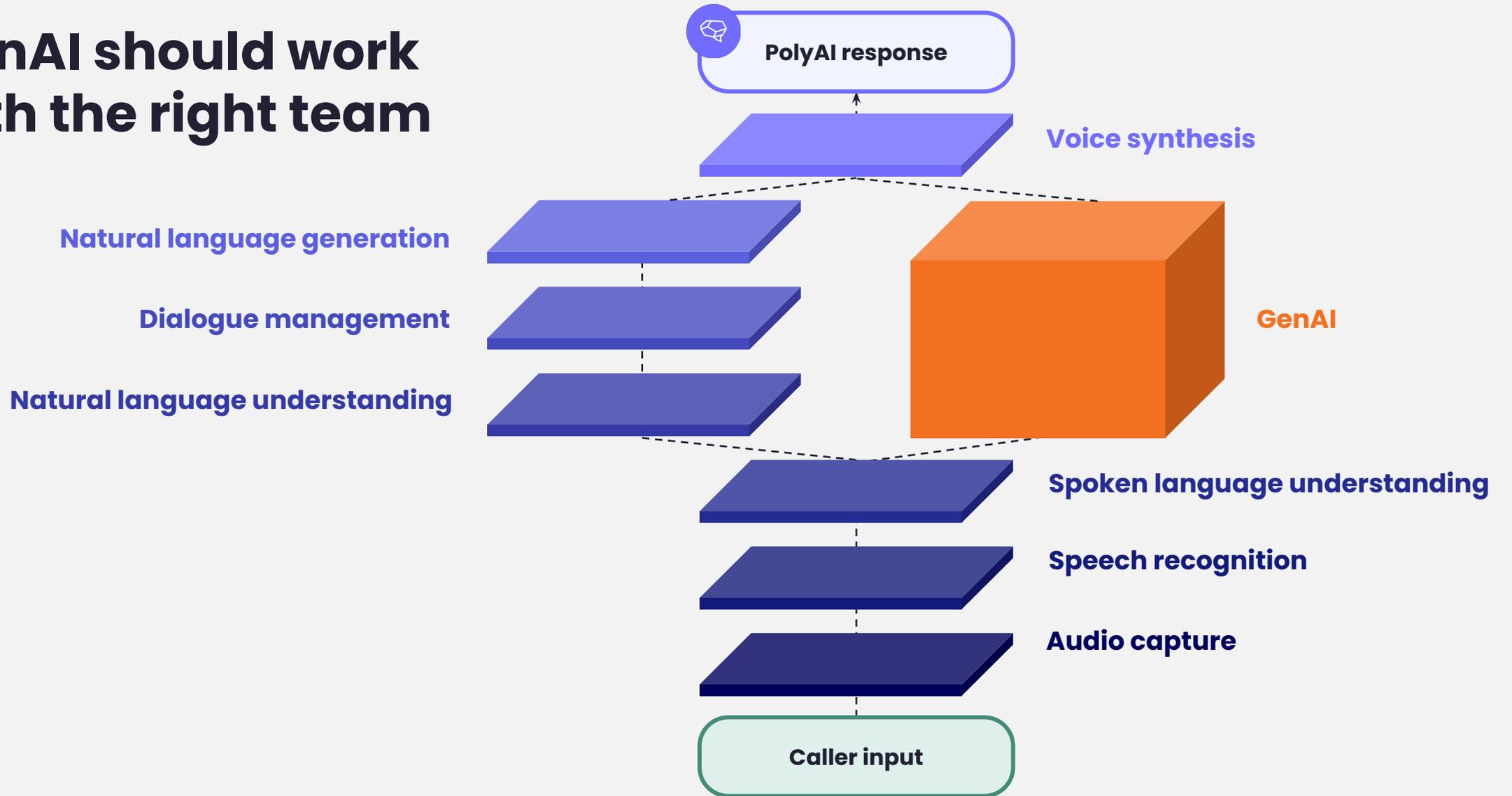
<https://www.emergentmind.com>

Did you know that there is no country in Africa that starts with the letter "k"?

About featured snippets Feedback



GenAI should work with the right team



**GenAI should do
the right job**



Chat report

Generate reports with AI assistance to get to the heart of your data quickly.

Get to the heart of your data quickly with AI assistance.

Meet Smart Analyst, an AI assistant trained on user data from live calls to your contact centre. The analyst can answer your questions and help you unlock crucial insights about your customers

Please note that this project is a work in progress, and the most useful thing for us to improve it would be to see what questions you ask and how you ask them.

QUESTION IDEAS

- Why are people calling my contact centers?
- How often do people ask about making a payment?
- What do my customers think about our new promotion?

LIMITATIONS

5:00

This is a beta feature We're thrilled you're giving this a go, but it may be a little temperamental.

Bot says

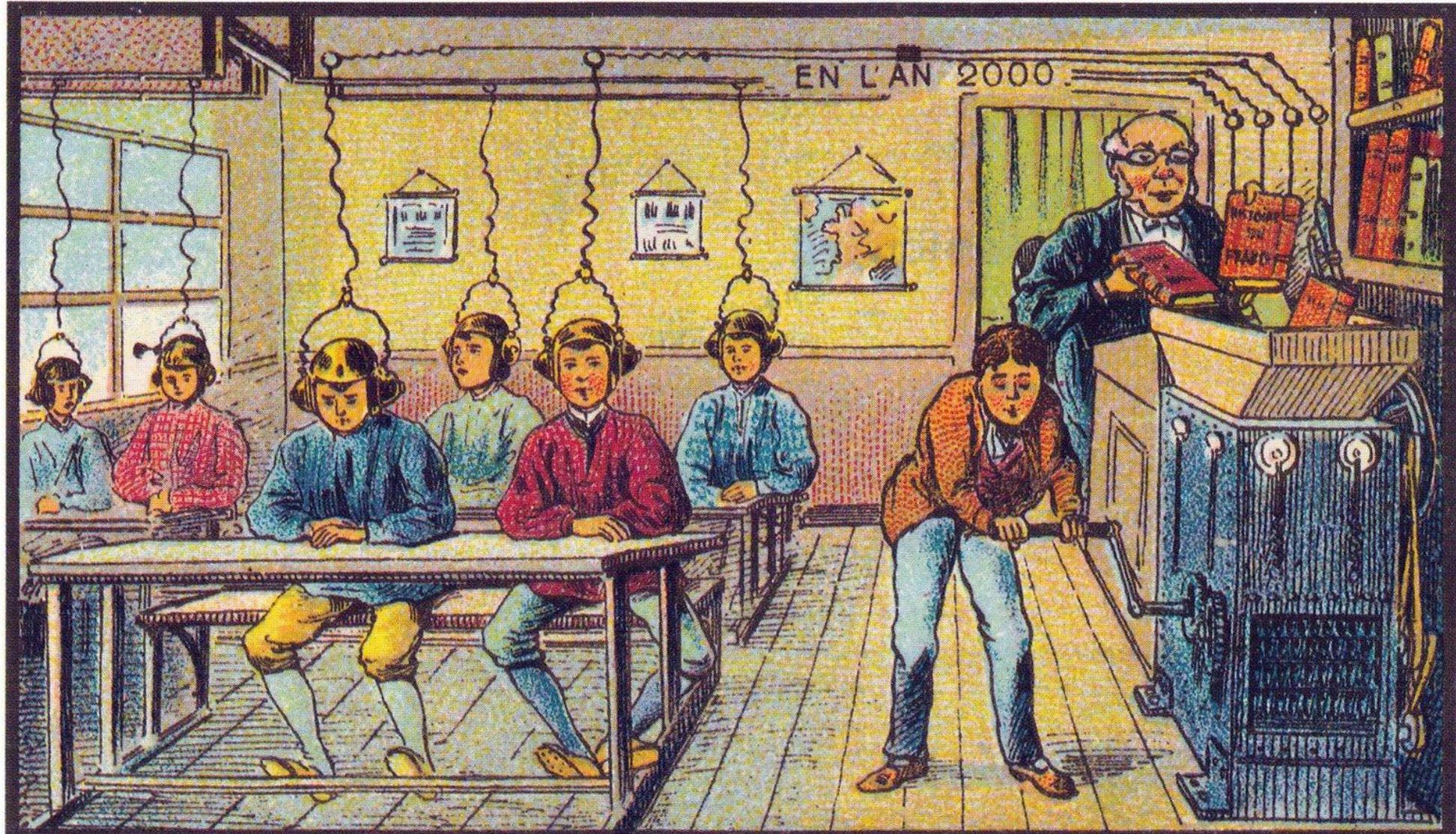
Hi, I'm the smart analyst for your contact center. How can I help you today?

Reset

| I



GenAI should have the right training





VOICE & AI

Buyer's guide to generative AI For voice assistants

Columbia Ballroom, Stage 2



Michael Chen

VP of Partnerships & Strategic Development

WEDNESDAY SEPTEMBER 6, AT 4:25PM - 4:45PM

