Designing the Next-Generation Contact Center

Executive Dinner

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DESIGNING THE NEXT-GENERATION CONTACT CENTER

January 21, 2026
5:30 PM-9:00 PM
Central Time

Artificial intelligence is rapidly reshaping the contact center, raising customer expectations while enabling new levels of personalization, efficiency, and agent support. This executive engagement will explore how leaders are modernizing service operations with cloud-based platforms, automation, and real-time intelligence to create seamless, end-to-end customer experiences. Together, we'll examine the strategic foundations required to scale AI responsibly, from unifying data to rethinking legacy architecture— leaders will walk away with practical insights to accelerate modernization, strengthen customer engagement, and unlock the full value of Generative AI in their organizations.

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