

# TRUE Innovation: Deliver Better, Faster Outcomes

## AI for Call Center



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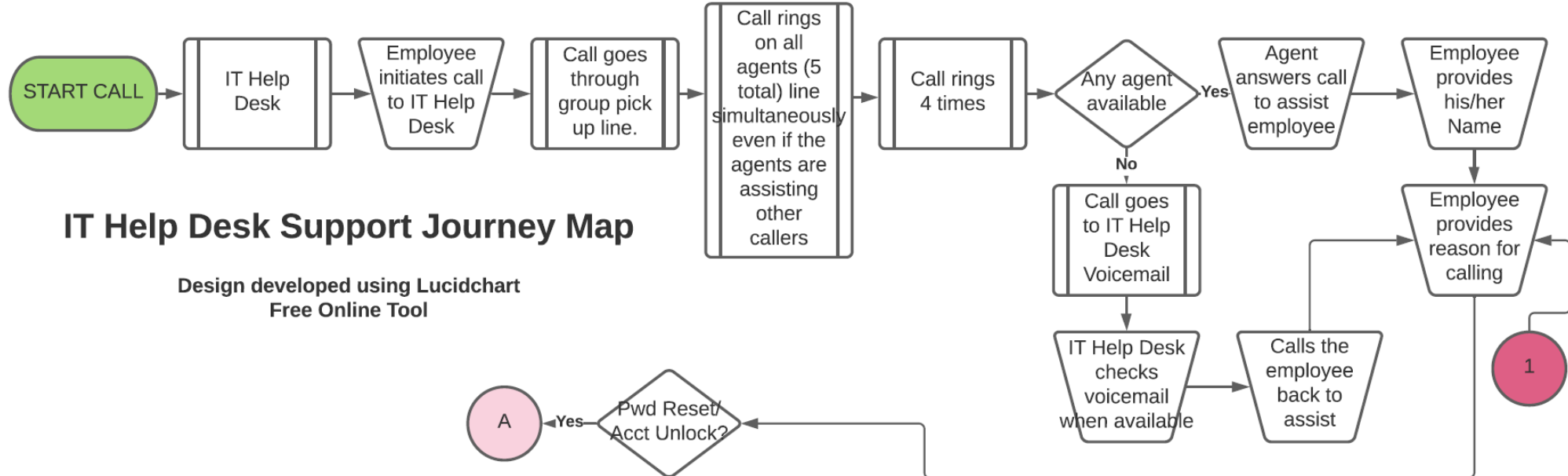
Aspen Technology Group Inc.





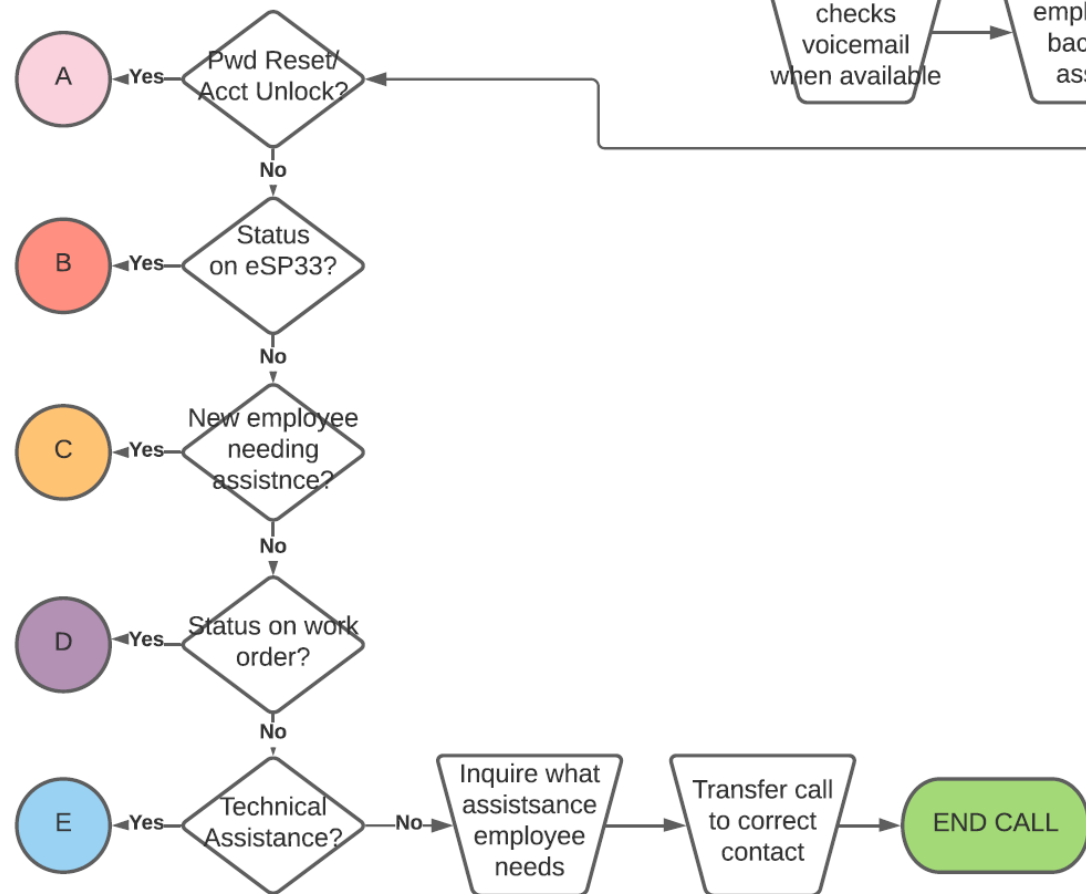
# PROJECT GOALS

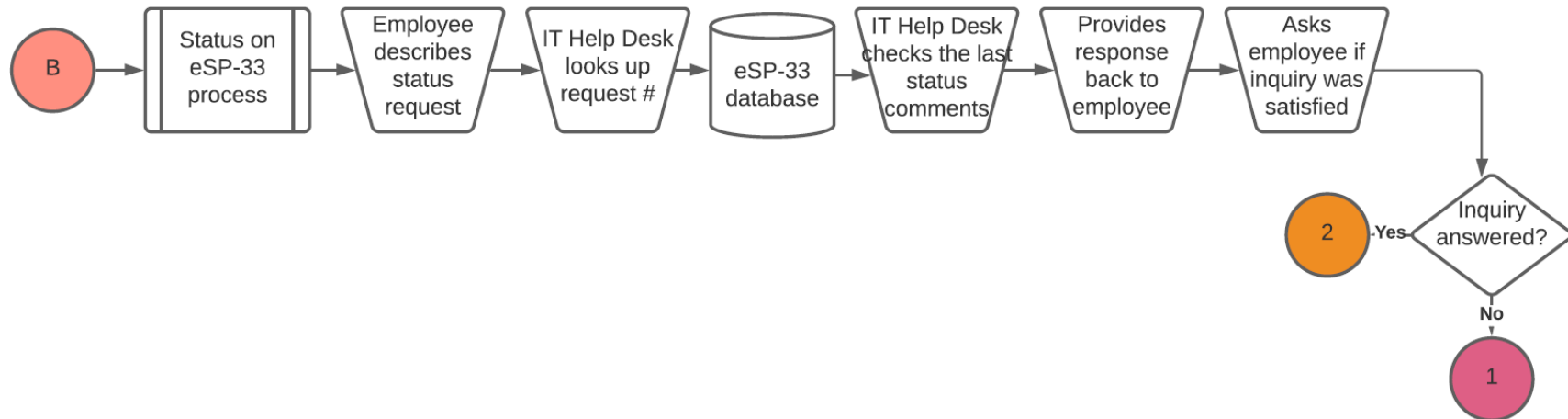
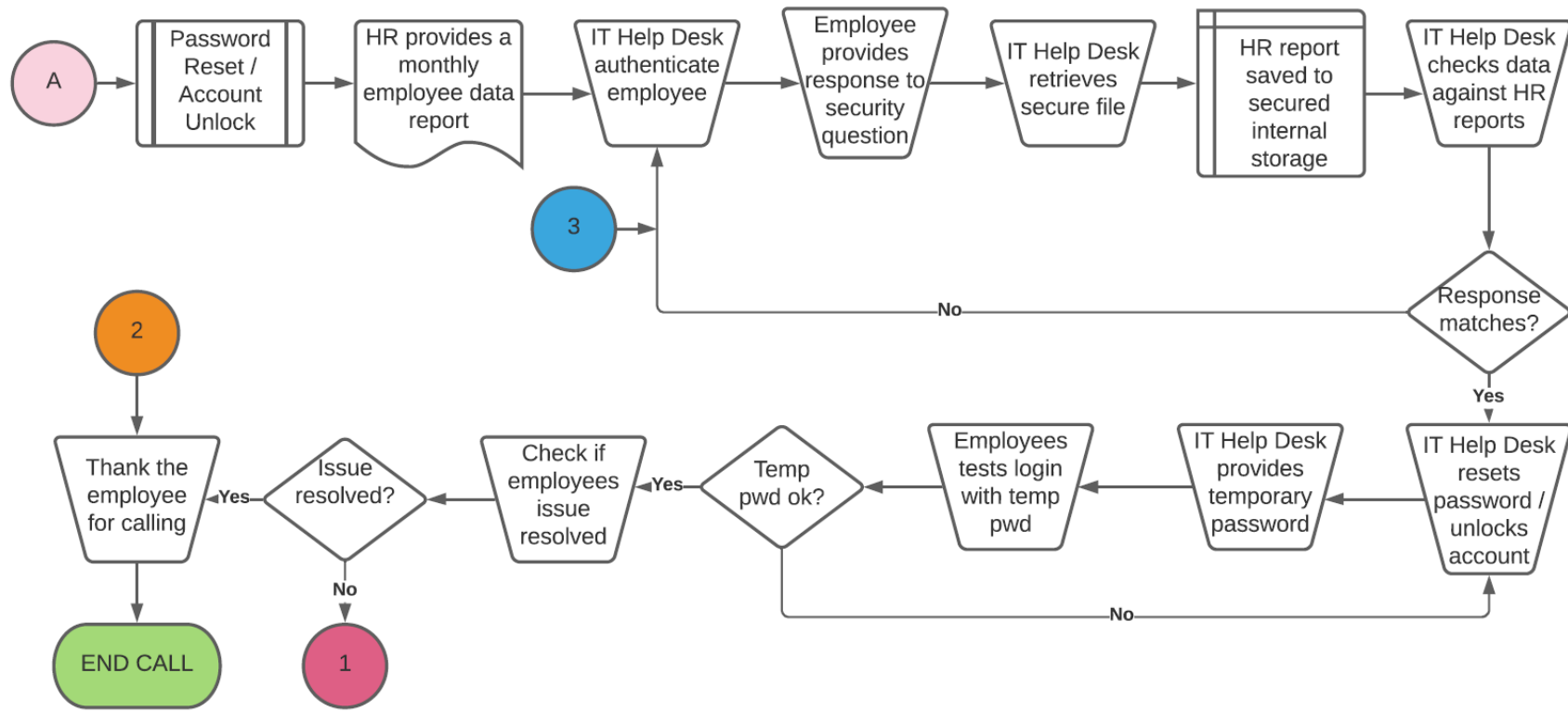


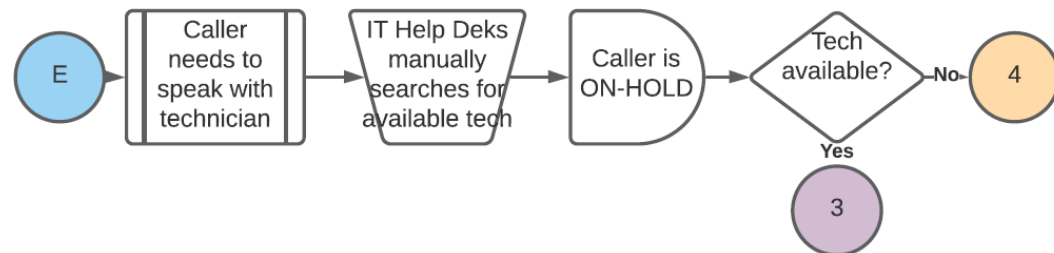
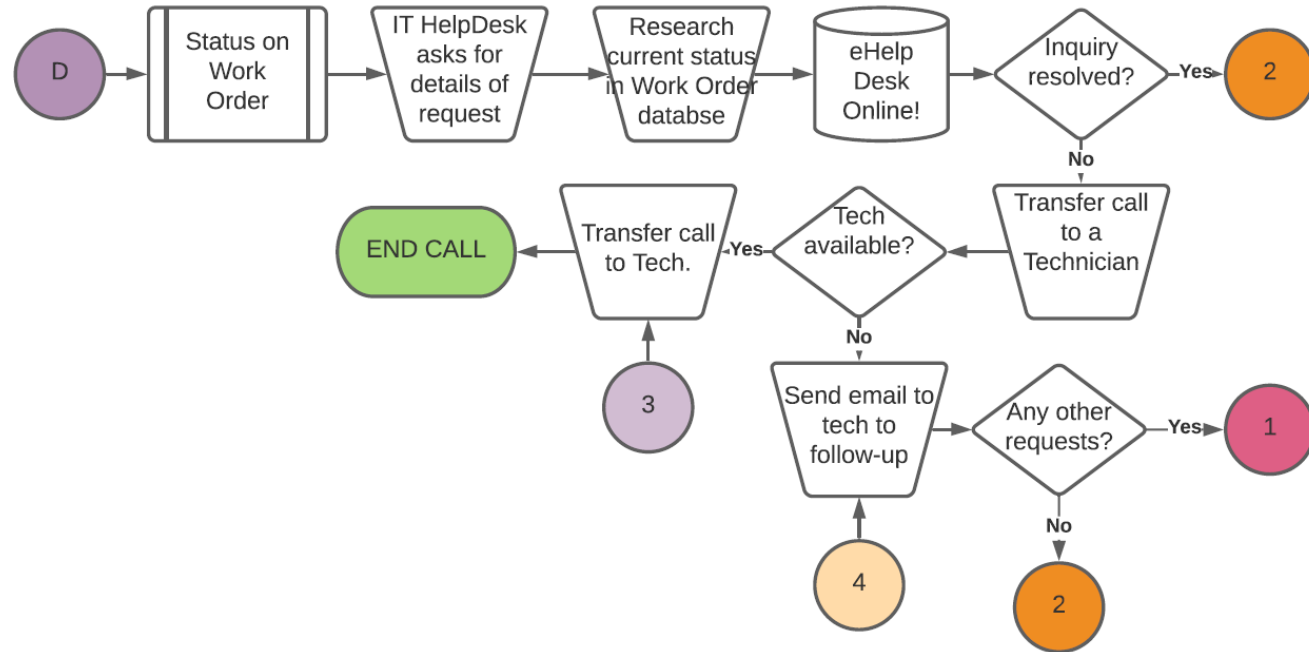
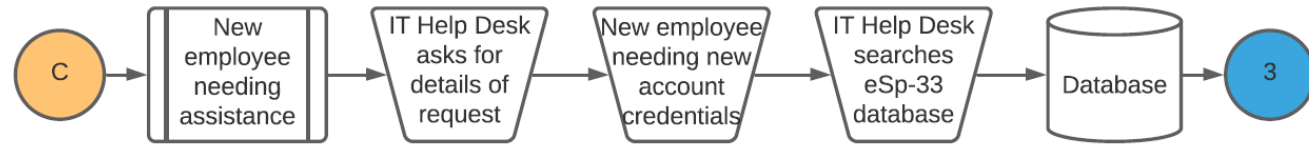


# IT Help Desk Support Journey Map

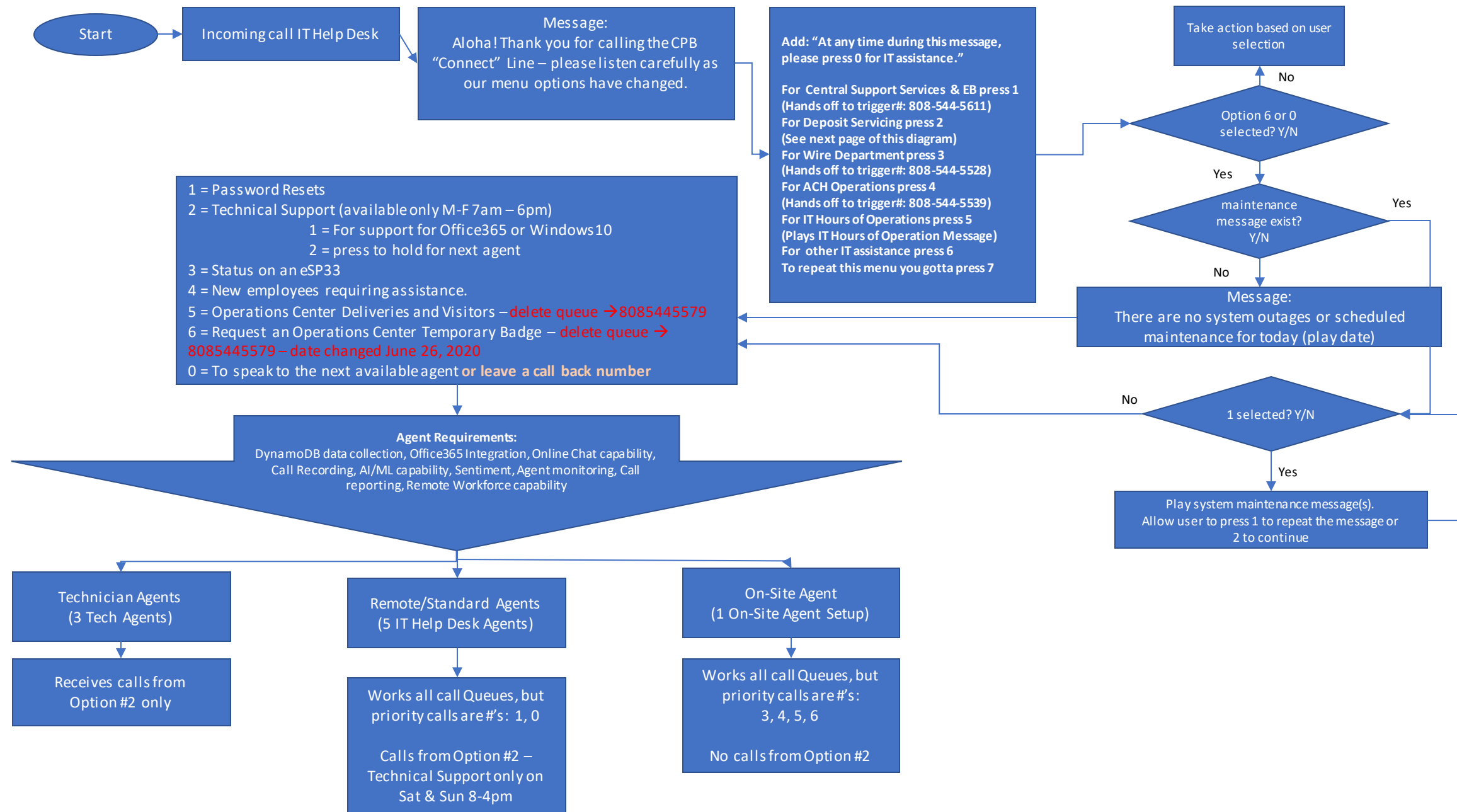
Design developed using Lucidchart  
Free Online Tool







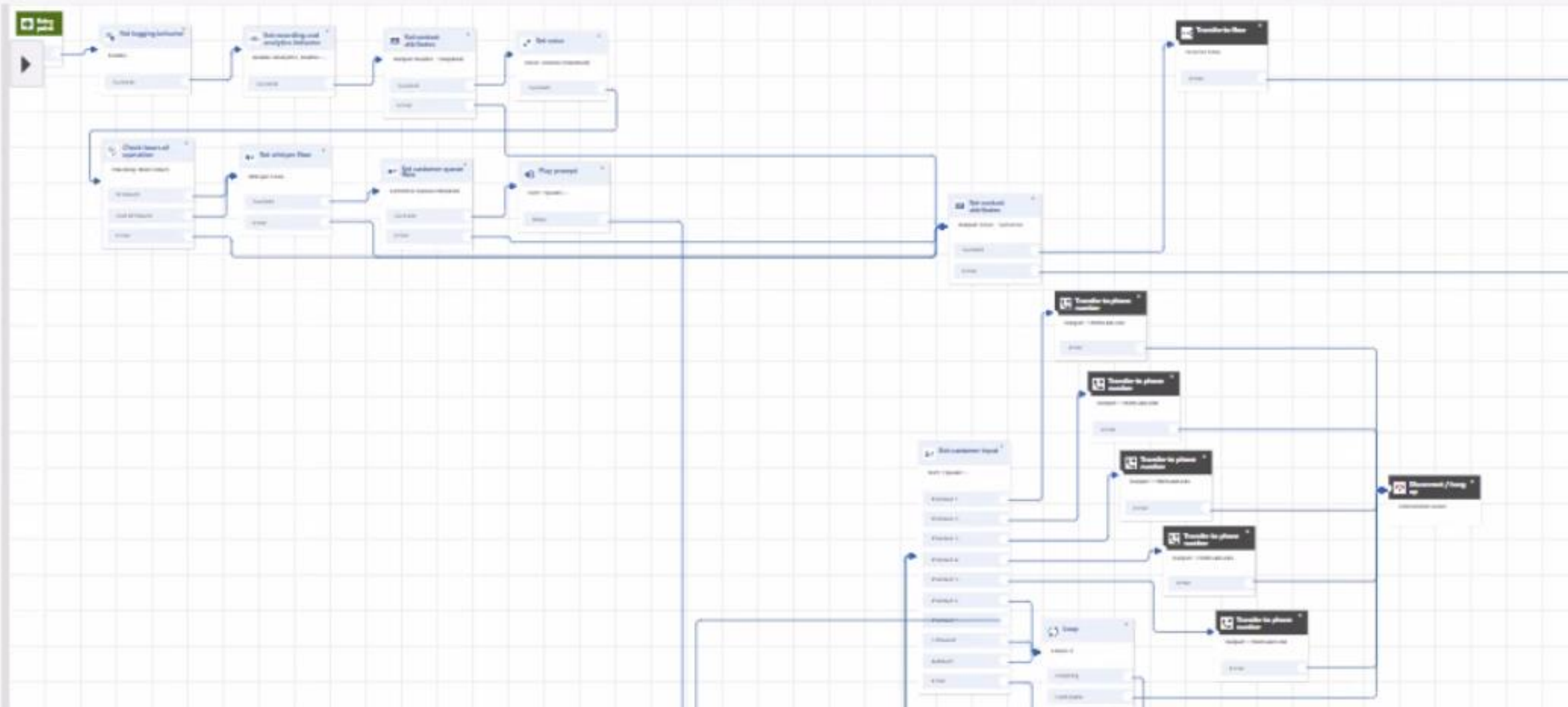
# CPB CONNECT LINE CALL FLOW







## AA-Helpdesk





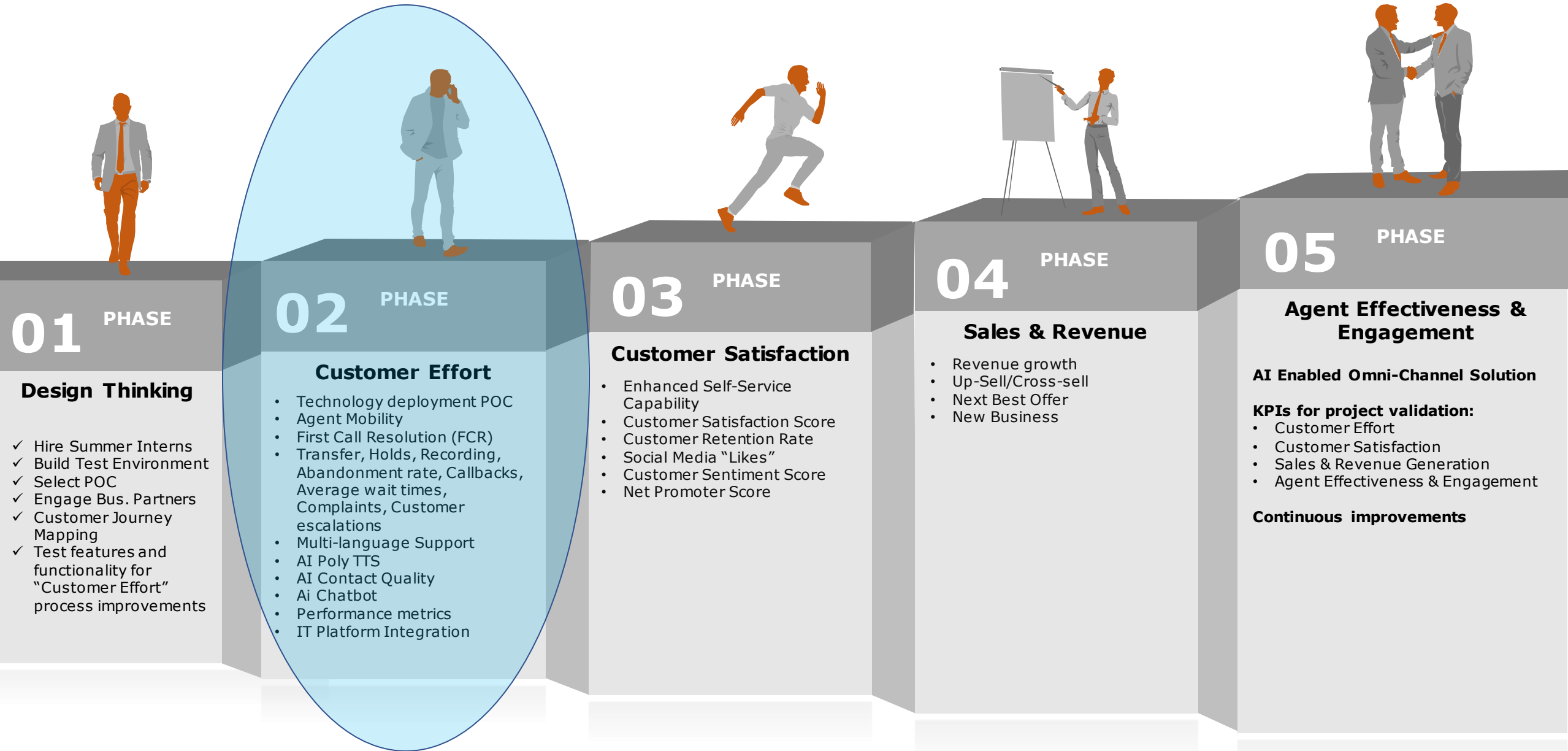
# AI for Call Center Roadmap



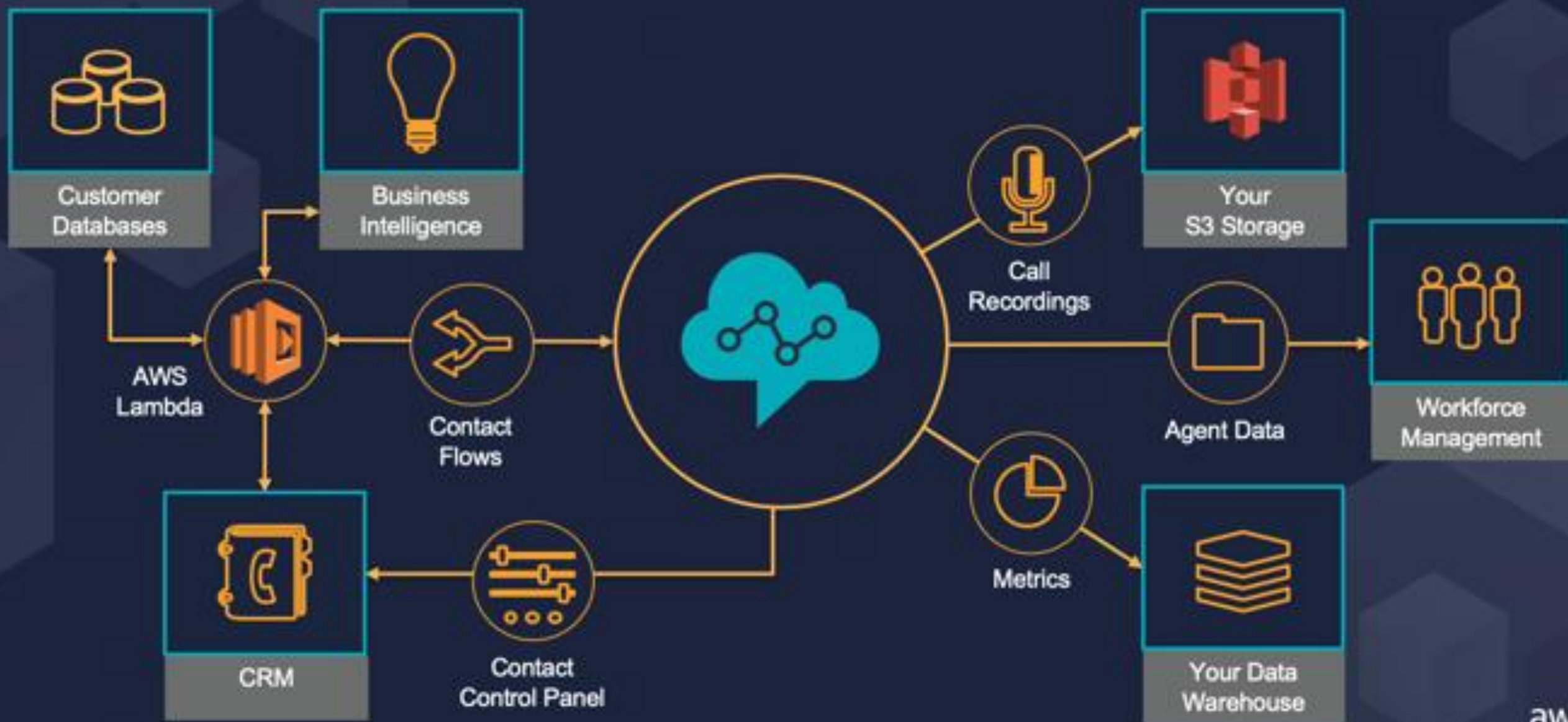




# AI for Call Center Roadmap



# Amazon Connect



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