

# Etech Set to Unveil Groundbreaking Customer Experience Strategies at Call Center Campus 2024

NACOGDOCHES, TEXAS, USA, April 11, 2024 /EINPresswire.com/ -- Etech Global Services, a revered global provider of omnichannel customer engagement solutions, has announced its premier participation in the annual Call Center Campus conference, held May 1-3 in Austin, Texas. The company's highly anticipated keynote session, "[Enhancing Contact Center Quality](#) with Speech-to-Text Analytics," will unveil a visionary approach to leveraging the combined power of artificial intelligence (AI) and human expertise to extract unparalleled value from customer interactions.

In an era where customer expectations are continually evolving, delivering consistently exceptional experiences has become a top priority for organizations across industries. Etech recognized this imperative early on and has since pioneered the integration of speech analytics capabilities to unlock a wealth of transformative insights from the voice of the customer.

During the not-to-be-missed keynote session, Etech Global Services renowned subject matter experts will share invaluable knowledge on how AI serves as a catalyst for human brilliance, transforming routine interactions into exceptional experiences that resonate with customers on a profound level. Attendees will gain exclusive insights into innovative tactics for extracting powerful intelligence from customer interactions, enabling focused coaching for agent skill development, and ultimately shifting from reactive to proactive CX strategies.

"We are thrilled to showcase our cutting-edge speech analytics solutions at Call Center Campus 2024," said Matt Rocco, President & CEO of Etech. "In an increasingly competitive landscape,



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**JIM IYOORB**      **SHAWNDRAS TOBIAS**      **PATRICK REYNOLDS**

organizations can no longer afford to overlook the wealth of insights buried within their customer interactions. By seamlessly blending AI capabilities with human expertise, we have unlocked a transformative path to continuously improving experiences, exceeding customer expectations, and driving enduring brand loyalty."

The session will kick off with an in-depth exploration of how AI-powered speech analytics can accurately decipher the voice of the customer across multiple channels, platforms, and touchpoints. From there, Etech will demonstrate how these rich interaction insights can be harnessed to identify experience gaps, mitigate risks, and architect tailored solutions that proactively address customer needs.

"Imagine a contact center that doesn't just respond but anticipates, a team that doesn't just answer but evolves, and a customer experience that doesn't just satisfy but delights," remarked Jim Iyob, Chief Customer Officer at Etech Global Services, highlighting the essence of the upcoming keynote. "Speech-to-Text Analytics isn't just a tool; it's a strategic enabler that empowers businesses to unlock the full potential of their customer interactions."

Key highlights of the keynote:

- **Harnessing AI for Deep Customer Insights:** Discover how Speech-to-Text Analytics extracts powerful insights from customer interactions, enabling organizations to understand customer needs, identify risks, and bridge experience gaps with precision.
- **Data-Driven Agent Coaching:** Explore how AI-powered analytics facilitates focused agent



Matt Rocco - President & CEO



Etech Global Services

coaching by analyzing calls and providing tailored guidance for skill development, leading to enhanced performance and customer satisfaction.

- **Cloud-Based Agility and Scalability:** Learn about the agility and scalability offered by cloud-based AI solutions, allowing contact centers to effortlessly scale operations, support remote teams, and adapt to evolving customer demands.
- **Proactive Customer Experience Management:** Uncover strategies to shift from reactive to proactive customer experience management using aggregated data and actionable insights derived from Speech-to-Text Analytics, enabling continuous improvement and exceeding customer expectations.

"At the core of our success lies a relentless commitment to innovation and a deep understanding of the pivotal role that customer interactions play in driving experience excellence," added Matt Rocco. "We are excited to share our expertise and inspire other organizations to embrace the transformative potential of speech analytics in elevating their CX strategies to new heights."

Etech extends an exclusive invitation to CX enthusiasts to register for the "Enhancing Contact Center Quality with Speech-to-Text Analytics" keynote session to gain access to a special discount code. Registrants will receive a 10% discount on conference passes while securing their spot at this highly anticipated industry event. [Click here to register](#) and get the code.

To get more insights into Etech's trailblazing customer experience solutions and its presence at Call Center Campus 2024, please visit [www.etechgs.com](http://www.etechgs.com)

### [About Etech](#)

Etech Global Services is a leading provider of omnichannel customer engagement solutions, trusted by renowned brands across an array of industries. With experience-centric intelligence, the company delivers unified service and support experiences to delighted customers through insightful analytics, end-to-end channel offerings, and tailored Digital Transformation solutions.

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