

AI Integration for Business Communications



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Course Description

This session introduces participants to the ways automation and artificial intelligence (AI) is transforming business phone systems and customer interactions. Participants explore practical tools such as virtual reception, intelligent call routing, live transcription and summaries, and conversation insights. Participants will learn the capabilities of AI-driven communications tools, evaluate the benefits and challenges of AI adoption, and identify best practices for implementing AI ethically and effectively in their organizations.

Learning Tracks

Digital Transformation

AI

Call Flows & Routing

UCaaS

Productivity

Integrations



Why This Course Matters

- New AI-powered routing options are helping businesses significantly reduce missed calls and lost opportunities.
- Intelligent AI-driven insights and summaries are increasing productivity of businesses and their staff.
- These new tools are designed to help businesses easily scale as they grow and as the technology improves further.

Who Should Attend

Register Now



IT
administrators



Operations
leaders



Business
analysts

COURSE SYLLABUS

Course Overview

Unlock productivity through your unified communications system with AI-powered tools.

Syllabus

1. Foundations: Call Flows & Advanced Routing
2. Requirements Solutioning & Optimal CX Mapping
3. Routing Strategy Toolbox
4. IVR Architecture Patterns
5. Queues, Hunt/Ring Groups, & Overflow
6. AI & Automation Assisted Flows
7. Resilience, After-Hours, & Emergency Design
8. Visual Design, Documentation Standards, & Playbooks

What You'll Learn

- 1 AI for unified communication platforms
- 2 Designing automated flows
- 3 Transcription & summaries
- 4 AI adoption plans

Register Now



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