

Closing the ROI Gap IN AI-DRIVEN CONTACT CENTERS



AT-A-GLANCE ROI SNAPSHOT

Industry data shows rapid AI adoption but reveals a growing ROI gap. AMC helps close that gap through structured design and validation services.
Key insights from contact center AI performance benchmarks (2025–2026)

AI ADOPTION

78% Total Increase
↑ **22%**

OF CONTACT CENTERS HAVE DEPLOYED AT LEAST ONE AI CAPABILITY (AGENT ASSIST, TRANSCRIPTION, IVA)

Industry Trend

ROI Frameworks

34% Total Change
↓ **10%**

SAY THEY HAVE A CLEAR ROI FRAMEWORK FOR AI PROJECTS

Measurement Maturity

Blueprint Impact

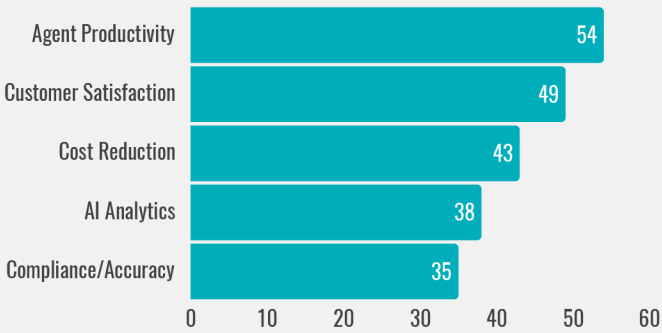
2.6×

FASTER ROI WHEN PROJECTS START WITH A DEFINED BLUEPRINT OR PILOT

Implementation Efficiency

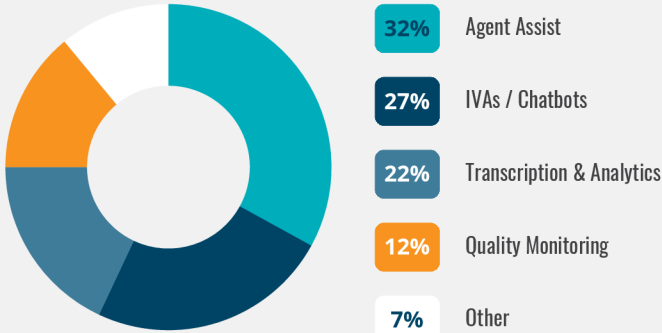
THE ROI GAP EXPLAINED

Productivity and satisfaction see the biggest payoffs. Analytics and compliance still have ground to cover.



WHERE CONTACT CENTERS ARE INVESTING IN AI

Most investments still focus on agent support and automation, with analytics adoption steadily growing.



CLOSING THE ROI GAP WITH PROVEN SERVICES

The fastest-growing contact centers are no longer experimenting. They are scaling what works. AMC's structured approach ensures every AI initiative starts with clear outcomes, a defined pilot, and an actionable ROI framework.

3x

Faster time-to-value when starting with a defined Blueprint

92%

Pilot-to-production success rate

48%

Average ROI increase within the first year

Let's make your data work smarter

"Enterprises are inundated with AI headlines, yet a clear path to real value remains elusive. AMC Technology cuts through the noise. With deep industry expertise and a human-in-the-loop approach, we help organizations identify the right use cases, unlock measurable ROI, and scale where success is proven across contact centers, back-office operations, and knowledge workers."

— Praveen Ravela, CTO, AMC Technology

AMC TECHNOLOGY

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Data sources: ContactBabel, McKinsey, Deloitte, and AMC internal analysis.

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