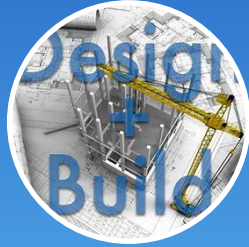# Holistic End-to-end Contact Center Business Solutions

Solutions Consulting

Design & Build

Maintenance & Support

Facilities Management

Operational Consulting

Outsourcing/ Offshoring

HKT Enterprise Solutions

Agentic

| Future of Work

Empowering customer engagement with HKT Agentic AI

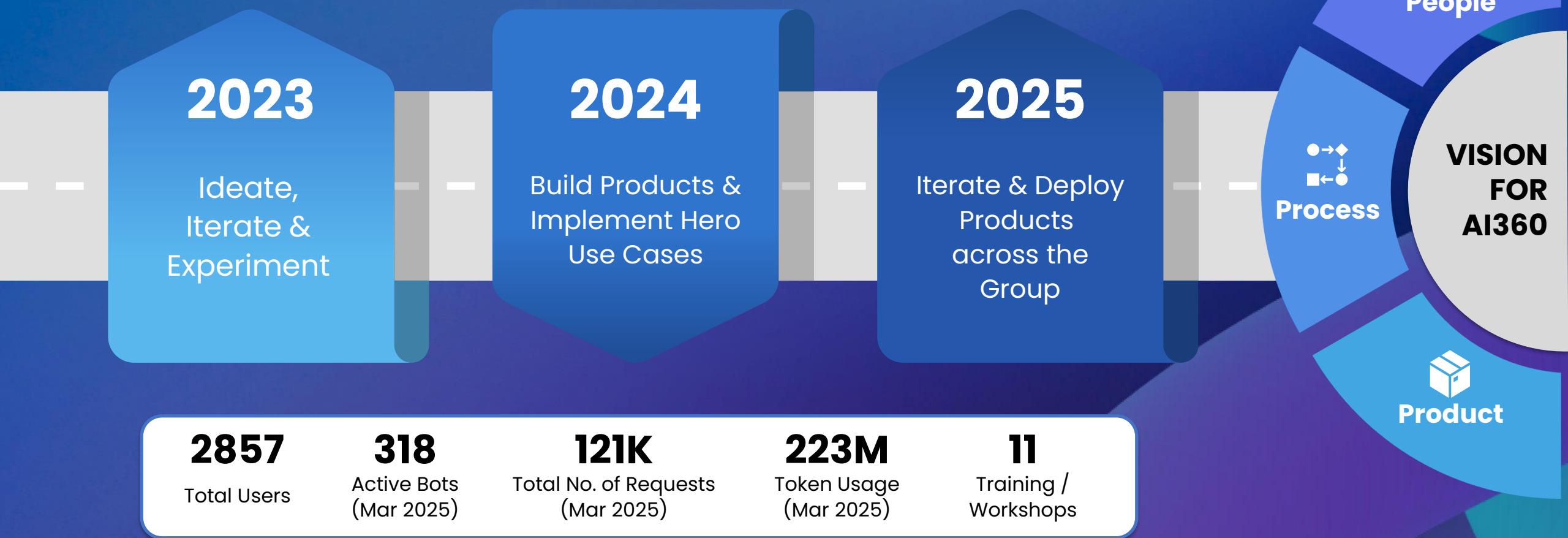**Enhance omnichannel interactions** **with AI-powered workflows**

Enhance decision-making **by unifying fragmented data to uncover actionable insights into customer and employee behaviors**

Enhance productivity **with AI-driven automation and Agentic AI to minimizing human intervention**
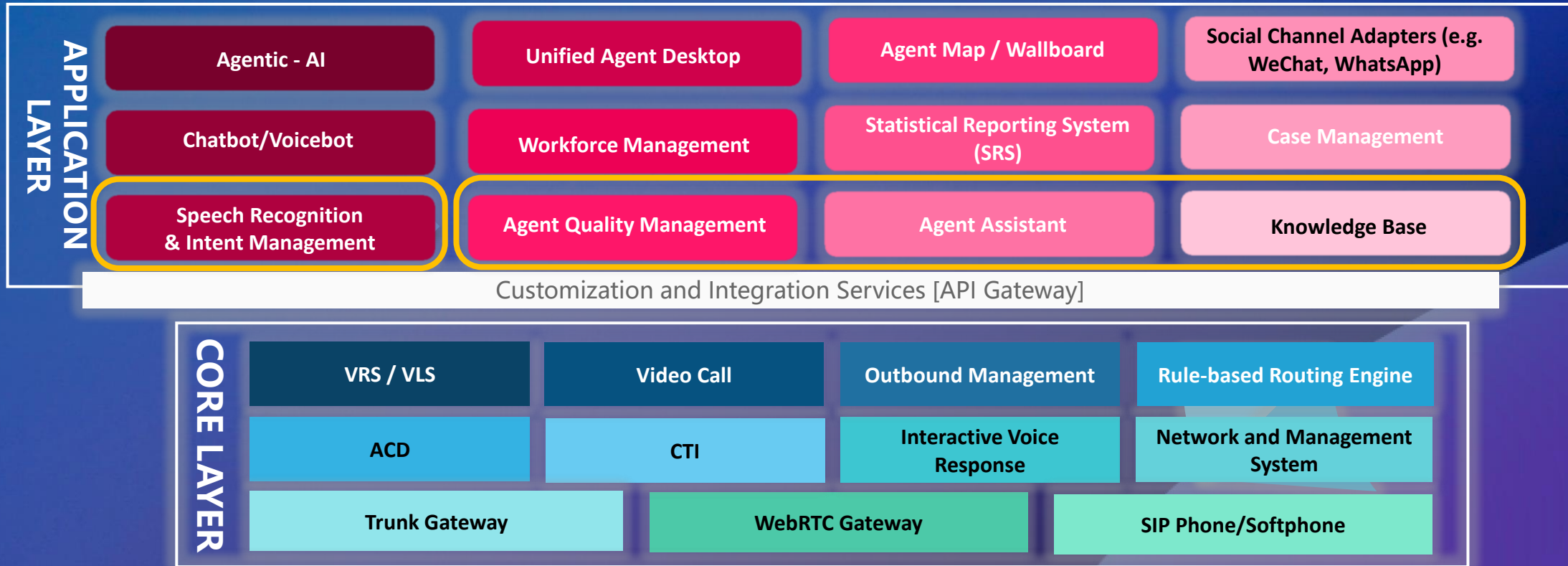
HKT Enterprise Solutions

Our AI Automation Vision, Strategy and How We Execute

Improve Customer and Employee Experience

2023
Ideate, Iterate & Experiment

2024
Build Products & Implement Hero Use Cases

2025
Iterate & Deploy Products across the Group

People

Process

Product

VISION FOR AI360

2857	**318**	**121K**	**223M**	**11**
Total Users	Active Bots (Mar 2025)	Total No. of Requests (Mar 2025)	Token Usage (Mar 2025)	Training / Workshops

HKT Enterprise Solutions

Contact Centre Transformation

Modular approach to achieve long term success

APPLICATION LAYER

Agentic - AI	Unified Agent Desktop	Agent Map / Wallboard	Social Channel Adapters (e.g. WeChat, WhatsApp)
Chatbot/Voicebot	Workforce Management	Statistical Reporting System (SRS)	Case Management
Speech Recognition & Intent Management	Agent Quality Management	Agent Assistant	Knowledge Base

Customization and Integration Services [API Gateway]

CORE LAYER

VRS / VLS	Video Call	Outbound Management	Rule-based Routing Engine
ACD	CTI	Interactive Voice Response	Network and Management System
Trunk Gateway	WebRTC Gateway	SIP Phone/Softphone

HKT Enterprise Solutions
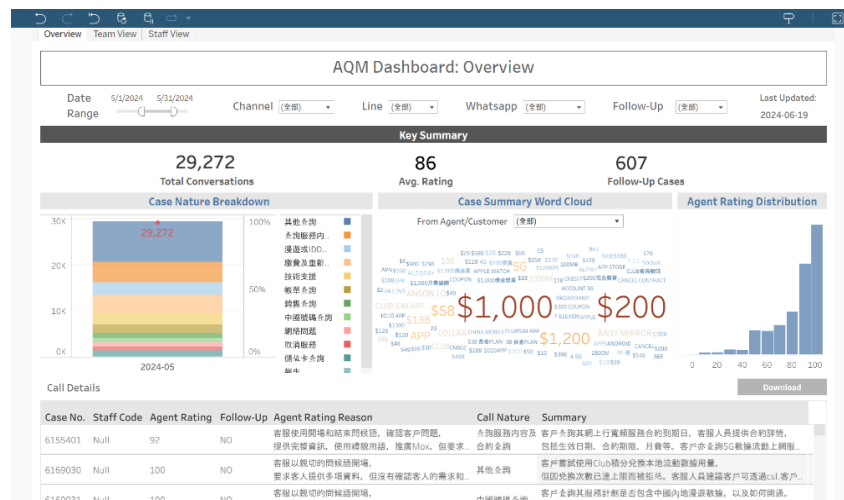
Agentic

| Future of Work

Contact Centre Operation

in next 3 years

shall be supported by

**Human Agent
& Digital (AI) Agent**

4. System Integration

3. Agentic AI Adoption

2. Accurate Speech-To-Text

1. Real-Time Response

HKT Enterprise Solutions

Agentic

| Future of Work

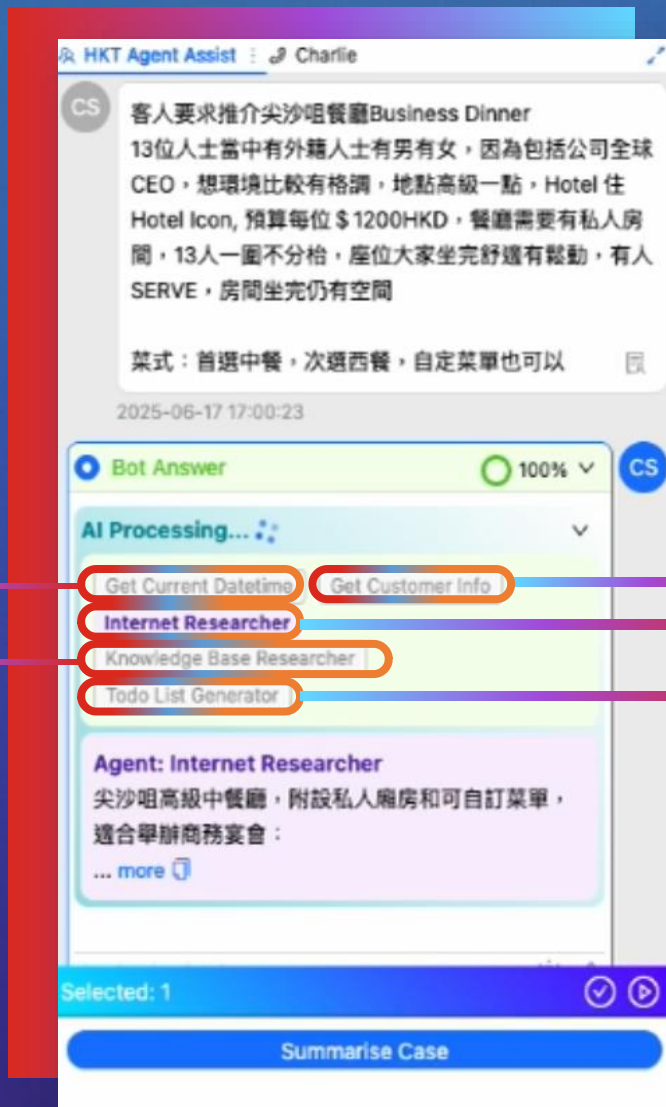**Agentic AI Agents autonomously:**

- Research
- Propose suggestions
- Take actions

Date & Time

Knowledge Base Search

Customer Information

Internet Search

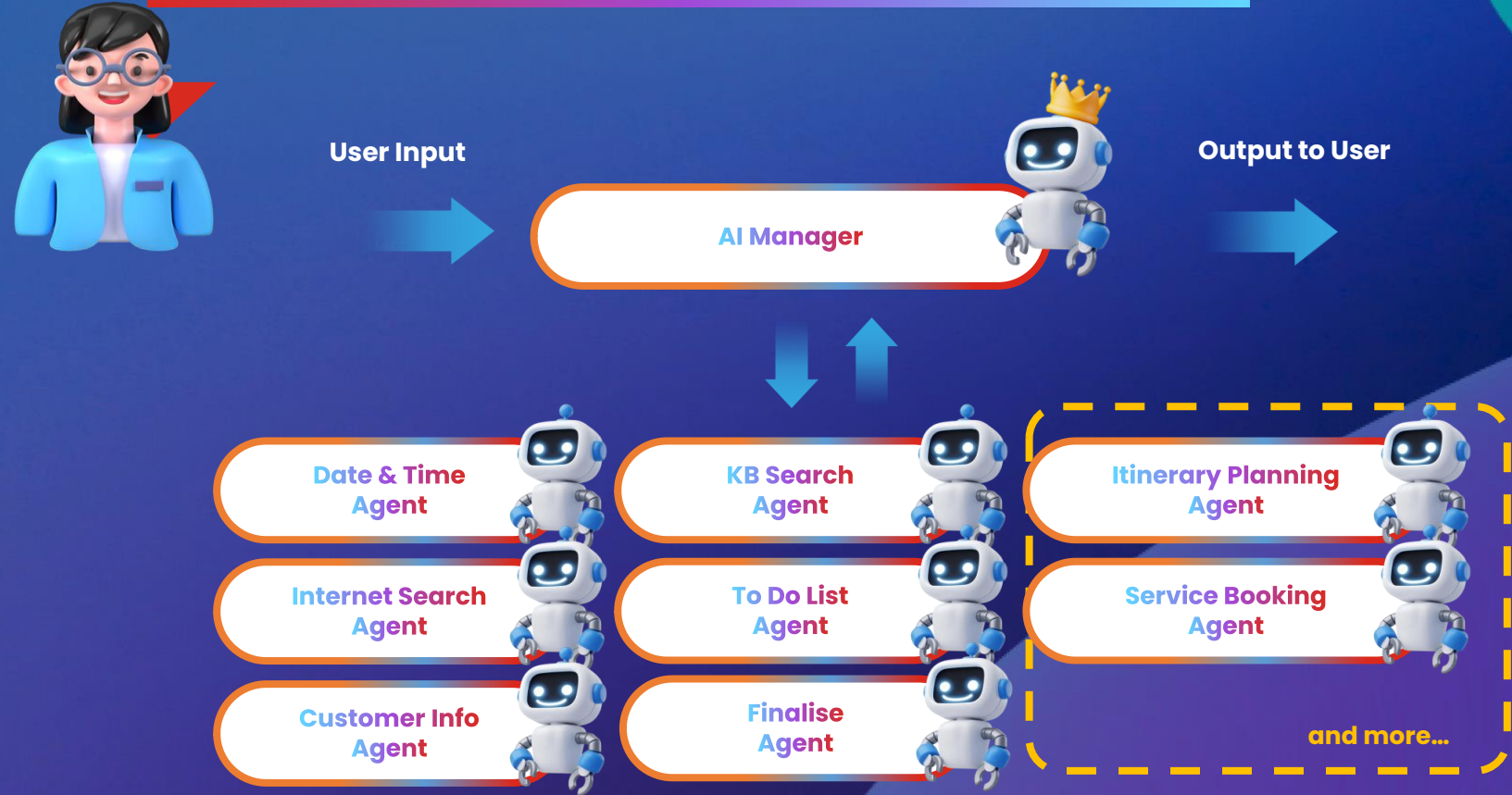**To Do List Planner**

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Agentic

| Future of Work

Agentic AI Agents autonomously:
- Research
- Propose suggestions
- Take actions

客人要求推介尖沙咀餐廳 Business Dinner:

- 13 位人士當中有外籍人士，有男有女，
- 因為包括公司全球CEO，想環境比較有格調，地點高級一啲
- HOTEL住hotel Icon,預算每位$1,200HKD .....
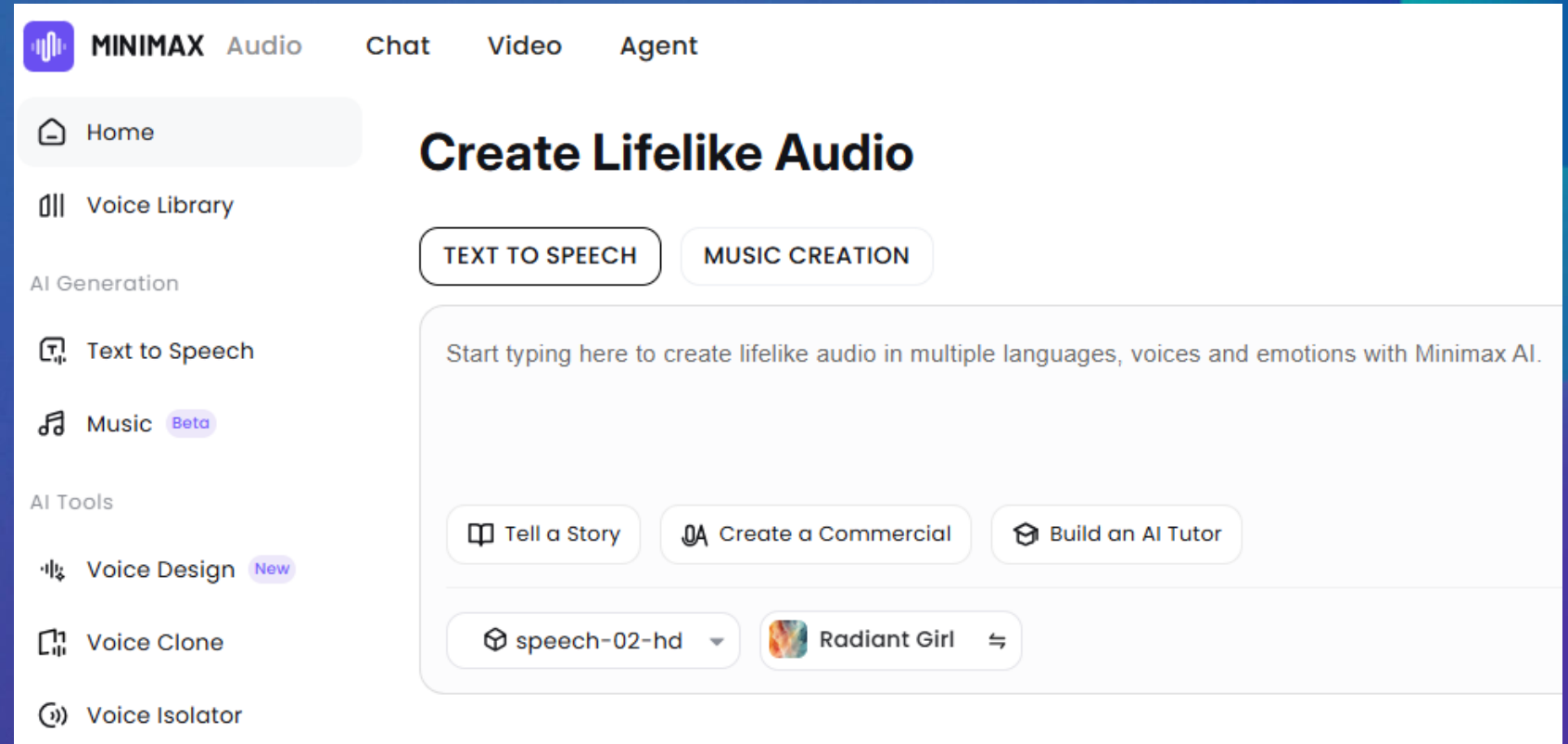
User Input → AI Manager → Output to User

Date & Time Agent	KB Search Agent	Itinerary Planning Agent
Internet Search Agent	To Do List Agent	Service Booking Agent
Customer Info Agent	Finalise Agent	and more...

Agentic

| Future of Work

AI-assisted voicebot
- Text-to-Speech
- Voice Cloning

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Thank You

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