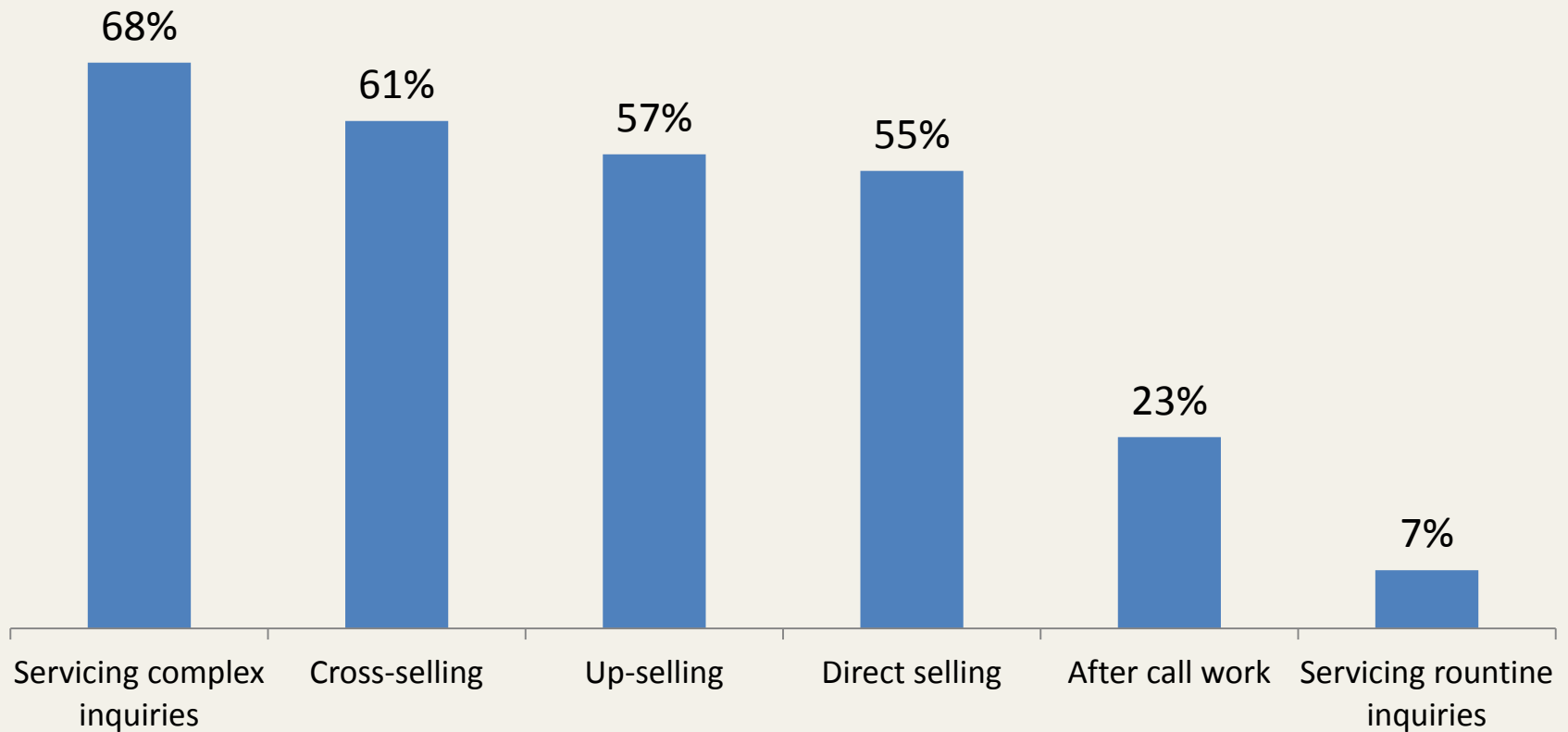


Future Activities of Contact Center Agents

% of executives anticipating increase in five years



Source: *Future Trends in Contact Centers*, LIMRA, 2014

