

Future of Emotional Intelligence in Conversational AI

Human-AI Synergy

Both humans and AI will work in close proximity to each other. AI assistants will save the agents time to answer basic queries to let them focus on complex ones.

STEP
01

STEP
02

Role of Large Language Models

Large Language models will cut through the language nuances, enhancing emotional intelligence of AI assistants. Thus, allowing them to gain deeper contextual understanding and respond accordingly.

AI-driven Real Time Insights

Real-time insights into customer sentiment will improve the adaptability of these AI assistants to respond to customers based on their sentiments allowing them to address the issue before it gets escalated.

STEP
03

STEP
04

Agentic AI for Proactive Support

Agentic AI with its capability to make decisions automatically will understand the customer's emotions first and will then take actionable steps to provide resolution faster.

Multimodal Emotional Intelligence

Conversational AI will undergo video-based interactions to understand the customer's emotions through facial expressions and body language.

STEP
05

