

## How Contextual Intelligence Solves Information Overload



## Knowledge Workers Need Information To Do Their Jobs



Information overload wastes valuable time, creates ineffective interactions and hurts productivity



Information is unstructured data HELP!

searching and gathering information

Not finding information

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**16% productivity impact** 

36%

Of a typical day spent searching or consolidating information

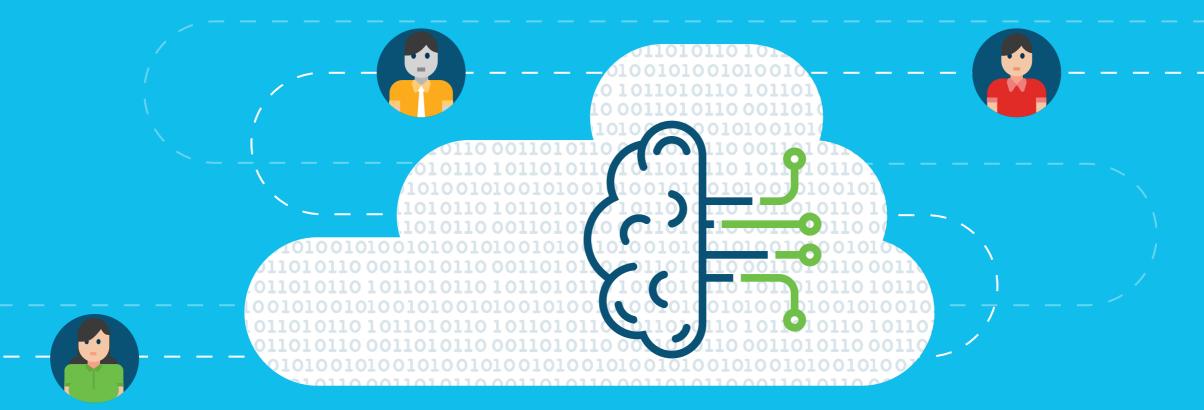
# 44%

Workers do not find the information they need to do their jobs

## The Productivity Gap

	Hi Joe. Remember that I sent you about the bu	udget?
		Which one? I've received several
	It was last week and cal 2019 budget	alled
	Ok I need to forward it to M	I can't find it, hold on

## What is Contextual Intelligence?



The combination of **Artificial Intelligence (AI)** with cloud communications and multiple enterprise data sources, to achieve higher efficiencies, productivity, and better customer experiences

## Three stages of Contextual Intelligence

#### **People Context**

- Delivers on-demand information
- Shares content in common
- Enhances situational awareness

#### **Business Context**

- Predicts based on prior behaviors
- Recommends, identifies, anticipates
- Improves processes, experiences and outcomes

#### Learned Context

- Learns from user feedback, responses, preferences and interactions
- Delivers relevant information
- Continually improves user experience

### Contextual Intelligence Improves Business Results



#### **Process Efficiencies**

- Automates tasks and events
- Shortens workflows
- Deepens knowledge and eliminates silos



#### **Workforce Productivity**

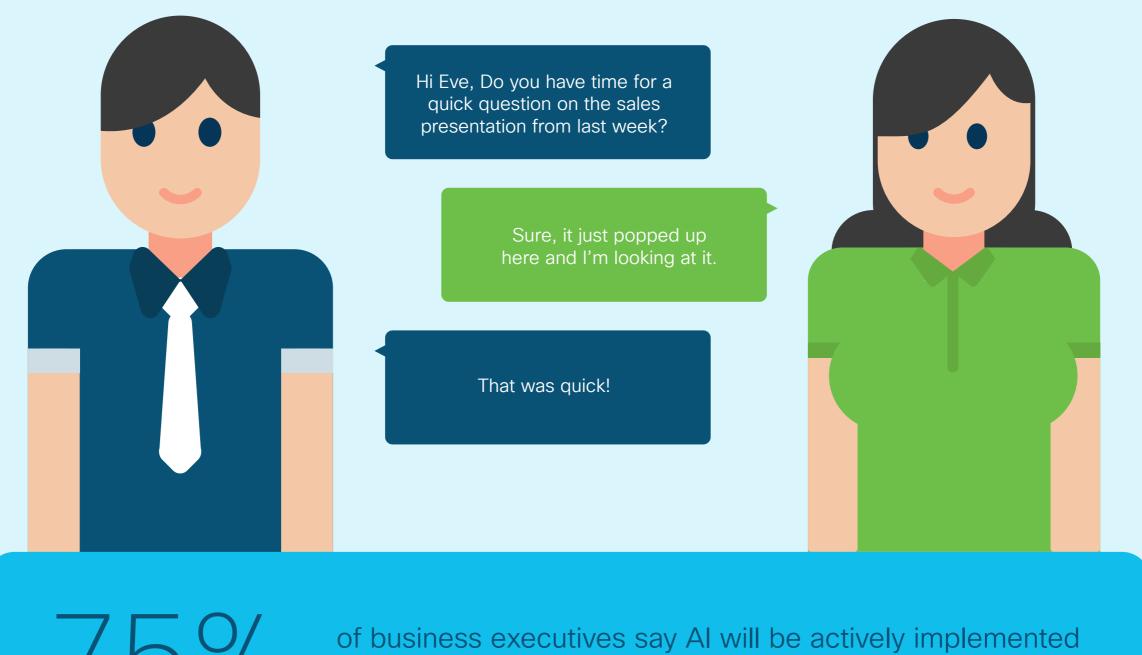
- Provides needed "context" to conversations
- Enhances collaboration
- Improves knowledge worker productivity

#### **Competitive Advantage**

- Accelerates communications and business processes
- Improves responsiveness
- Enhances customer interactions

# Contextual Intelligence empowers result-oriented conversations

Contextual Intelligence dynamically puts relevant information at knowledge worker fingertips enhancing communications dialogue and minimizing information overload



of business executives say AI will be actively implemented in their companies within the next three years