

Human + AI at Scale

The New Operating Model for Customer Experience



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Every CX leader in this room is being asked to do two things that contradict each other



DEPLOY AI EVERYWHERE



Cut handle time. Contain volume.

Automate the back office. Hit the margin target.

DON'T LOSE THE HUMAN



The empathy, patience, and judgment your customers remember — and your brand was built on.



The Orchestration Imperative

Why platform-led AI is the only path to delivering experience at scale — without losing the human element that drives real business outcomes.



The CX paradox of 2026

Customer expectations are accelerating. Margins are not.

McKinsey

88%

of Enterprises deployed AI

McKinsey

5.5%

Have achieved meaningful scale

Forrester

21%

of brands saw CX quality decline last year. Only **6%** improved — while AI investment went up.

TP Study across 120 enterprise clients: 34% had automated more than half of their customer interactions. Nearly 70% had run AI pilots — but most were cycling through the same handful of use cases. And when we asked about ROI — two-thirds said it was still too early to tell.

The point-solution trap

How fragmented AI adoption silently destroys ROI.



TODAY · STITCHED-TOGETHER STACK

QA tool

Voice AI

Coaching app

WFM

Analytics

Chatbot

RPA

Knowledge base

Sentiment

Multiple vendors · Numerous data models · 0 shared learning

TOMORROW · ONE ORCHESTRATION LAYER

PILLAR ONE · FAB ASSIST

Agent Empowerment

PILLAR 02 · FAB CONNECT

Autonomous Execution

PILLAR 03 · FAB OPERATE

Intelligent Operations

PILLAR 04 · FAB GROWTH AND COLLECT

Revenue Growth & Recovery

UNIFIED ORCHESTRATION + RESPONSIBLE AI

The four pillars of an AI-led operating model



01



TP.ai FAB
Assist™

Agent Empowerment

Real-time copilot, knowledge surfacing, and KPI-anchored coaching

02



TP.ai FAB
Connect™

Agentic Execution

Multi-agent orchestration across every channel and back-office workflow

03



TP.ai FAB
Operate™

Intelligent Operations

100% interaction analytics, automated QA, and Responsible AI governance

04



TP.ai FAB
Collect™ TP.ai FAB
Growth™

Revenue Growth

Propensity-driven acquisition, expansion, and intelligent recovery



Agent Empowerment

Real-time copilot, KPI-anchored coaching, and AI roleplay simulation that turn a 4-week ramp into a 2-week one — and turn every advisor into your best advisor.

The Problem

Why your best advisors are your most under-supported employees



FRICTION 01

The Knowledge Tax

FRICTION 02

The Ramp-up Cliff

FRICTION 03

The Coaching Desert

THE URGENCY

Frontline attrition is the single largest controllable cost in CX. Empowerment is no longer a wellness initiative — it is a margin lever.

TP.ai FAB
Assist  TM

The Impact

*What empowered advisors deliver — across
BFSI, Travel, and Insurance sandboxes*

TP.ai FAB
Assist  TM



-45%

Ramp Time

+18%

FCR Uplift

98%

Coverage

+0.4

CSAT Points



When you empower the human, you do not replace them — you make them irreplaceable.



Agentic Execution

A unified Hybrid Interaction Fabric routing every conversation — voice, chat, email, IVR, web, mobile — across human and AI agents, with policy-level governance over every handoff.

The Problem

Why most contact centers are still running on a 2015 architecture



FRICTION 01

Channel Silos

FRICTION 02

Static Rules

FRICTION 03

Hand-off Entropy

THE URGENCY

Without a true orchestration layer, every new AI tool you add makes the fragmentation problem worse — not better.

TP.ai FAB
Connect  TM

The Impact

*What an orchestrated fabric delivers —
proven across BFSI, Healthcare, and
Banking*

TP.ai FAB
Connect  TM



45%

**Cost
Reduction**

95%

Accuracy

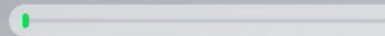
Up to **70%**

**Digital
Containment**

+15%

**Net Promoter
Score**

Human



AI



An orchestration layer is not a feature you add — it is the foundation everything else compounds on.



Intelligent Operations

Turn every interaction into intelligence,
and every leader into a force multiplier.

The Problem

*The three friction points,
Dashboards won't show*



FRICTION 01

The 98% Blind Spot

FRICTION 02

First 90-Day Drag

FRICTION 03

Lead Without Lens

These aren't efficiency gaps - they're compounding losses

The Solution

Total Interaction
Intelligence

The 98% Blind Spot

Hire-to-Ready
Engine

First 90-Day Drag

TP.ai FAB
Operate 
TM



Augmented
Floor Leadership
Lead Without Lens

The Impact

Measured in production.

Not in pilots.

TP.ai FAB Operate™



Total Interaction Intelligence

100%
Interaction Coverage

37%
AHT Reduction

30%
QA Efficiency Gain

11%
Sales Conversion Lift

Hire-to-Ready Engine

50%
Faster Training Ramp

50%
Recruiter Task Automation

+7.5pp
FCR Improvement

75%
Redundant Content Cut

Augmented Floor Leadership

43%
Admin Workload Cut

36%
Coaching Time Gained

55%
Escalation Time Saved

70%
Decision Latency Cut

These numbers compound — because the three capabilities share one brain



Revenue Growth

Grow revenue smarter,
Recover revenue faster.



The Problem

*Revenue escapes twice -
once when you fail to win it,
again, when you fail to collect it.*

FRICTION 01

The Leaky Funnel

FRICTION 02

The Blind Debt

FRICTION 03

No Revenue Lens

These aren't sales or collections problems — they're one revenue problem

The Solution



Smart Growth Engine

Signal-Driven Selling

The Solution



Intelligent Recovery

Compliant By Design

The Impact

*What live deployments,
are already delivering*



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Growth  TM

TP.ai FAB
Collect  TM

Smart Growth Engine

>80%

Lead-to-contact speed

18-22%

Conversion (AI-assisted)

60%

Outreach Automation

45 days

New rep time-to-quota

Intelligent Recovery

40%

Debt recovery rate

45%

Cost reduction with AI

24/7

Availability in peak hours

4.67

CSAT (on par with human)

Revenue Command Center

>85%

AI Proposal Velocity < 2min

+4pp

Pay to Contact Ratio

80%

AI attribution coverage

84%

Propensity to Pay

Win smarter. Collect faster. One AI, both sides of the ledger.



In Perspective



The Convergence

The Compounding Flywheel

*Why each pillar makes
every other pillar measurably better*



01



TP.ai FAB
Assist™

Assist Learns

Every advisor interaction generates labeled training data - questions asked, answers used, escalations avoided.

02



TP.ai FAB
Connect™

Connect Hybrid Delivery

That training data refines intent classification and routing weights, improving containment without retraining models.

03



TP.ai FAB
Operate™

Operate Governs Tighter

Better routing means cleaner outcomes data, which sharpens QA scoring, drift detection, and compliance monitoring.

04



TP.ai FAB
Collect™

TP.ai FAB
Growth™

Growth Captures More

Cleaner outcomes data exposes upsell, retention, and revenue recovery moments that bolt-on tools cannot see.

Bolted-together stacks add capabilities. Platforms compound them.



How we move together

*A three-phase engagement
designed to compound, not to pilot*

01

WEEKS 1–3

Solution Blueprint

We map your current journey friction, your AI stack inventory, your compliance perimeter, and your top three revenue leaks - using your real data.

A defensible business case with named owners, quantified impact, and a 90-day proof point.

02

WEEKS 4–8

Start Small

We stand up one pillar, usually FAB Assist or Operate on one line of business, with full Responsible AI governance and live KPI tracking.

Output

A production deployment, measured outcomes, and a board-ready impact narrative.

03

ONWARD

Scale Rapidly

We roll the orchestration layer across additional pillars and lines of business, compounding the data advantage with every new workflow.

A portfolio of measured outcomes that funds the next wave from realized savings.

Thank you.



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