Disruptive Technology of the Year

Disruptive Technology of the Year category awards an up-and-coming technology that is (or will) revolutionise contact center operations. The winner is evaluated based on their ability to:

- Provide a disruptive solution to a modern challenge
- Replace a process or technology with a more innovative, efficient solution
- Identify tangible metrics that the solution directly influences

Please provide a short summary about your company including the points below:
- Brief description of your company (150-200 words max)
- Name of technology & description of your solution (150-200 words max)
- Number of employees
- Number of locations

Questions:
- Explain what modern challenge your offering addresses and its practical applications
- With the integration of your solution, describe what technologies and/or processes will be (or have become) redundant.
- Provide one (1) case study of a successful pilot project. Include a metric to support your technology' success (if available).
- Share a 30 second video of your technology in action.