



PodiumCX
Linking Customer Experience to Results



AI Readiness for Contact Centers

Separate the hype from what's actually helpful..

The Challenge

The rush to adopt AI is outpacing organizational readiness. CX and Contact Center leaders are being told to move quickly, but without clean data, clear use cases, or operational maturity, most AI efforts fall short. Pilots stall, frontline teams push back, and employees, partners, and customers are left navigating inconsistent or fragmented experiences.

The Solution

The PodiumCX AI Readiness service helps leaders assess whether their organization is prepared to deploy AI that delivers real value. Grounded in the PodiumCX Strategic Framework and Capability Model, the engagement focuses on readiness, aligned use cases, and practical steps to reduce risk. The approach is human-focused, ensuring AI complements employees, improves experiences, and supports long-term business goals. Leaders gain clarity on where to start and how to prepare.

Who it's For

- CX and Contact Center leaders exploring or evaluating the role of AI.
- Organizations with stalled pilots or fragmented AI solutions.
- Teams under pressure to act on AI but unclear where to begin.
- Executives seeking a people-centered path to practical AI adoption.

What's Included

- Readiness review (people, process, data, and tools).
- AI use case mapping tied to business value.
- Frontline and change impact evaluation.
- Readiness roadmap with phased next steps.
- Executive summary and leadership briefing.

Outcomes You Can Expect

- Clear view of AI readiness and key gaps.
- Defined use cases aligned to business goals.
- Improved alignment across teams and functions.
- Actionable roadmap to guide next steps.
- Support for planning and executive decisions.

Elevating Your Organization to the CX Podium