

# TECH NEWS

FEBRUARY 2024 -  
LEAP DAY EDITION



a CX and AI company!

## Upcoming webinar! Register now!



GTS GENESYS | carahsoft.

Webinar

### LEAP INTO THE AMC EXPERIENCE

Register Now

Thursday, March 28, 2024  
2:00pm ET; 11:00am PT

### Unleashing the Power of GTS's OmniAssistantAI: AI-Driven Chat and Voice Bots

Built on Amazon Web Services (AWS) and infused with the latest advancements in artificial intelligence (AI), machine learning (ML), and data analytics, OmniAssistantAI is the superhero with multi-channel bot capabilities. The platform integrates smoothly with popular communication channels like SMS, chat, voice, Alexa, WhatsApp, and OpenAI, making it a versatile and accessible solution for organizations big and small.

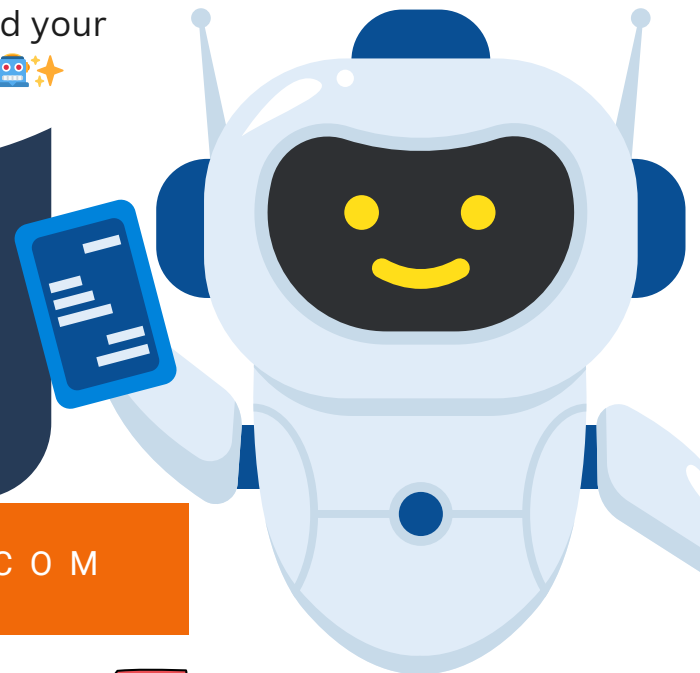
Hey there! I'm Omnibot, your friendly AI sidekick, ready to chat, assist, and bring a smile to your face. Let's make your day a little brighter and your tasks a lot easier! 😊🤖🌟

### AI Rx:

### Dr. Atif's Prescription for Smart Tech

AI uses clever algorithms to understand you, tailoring advice and suggestions just for you. No more one-size-fits-all answers!

By remembering your preferences and habits, it offers helpful nudges at the perfect moment, without you even asking! This AI isn't just a robot; it's a growing partner in your journey, evolving alongside you for a truly personal experience.



G L O B O - T E K . C O M





# What is a Cloud Contact Center?

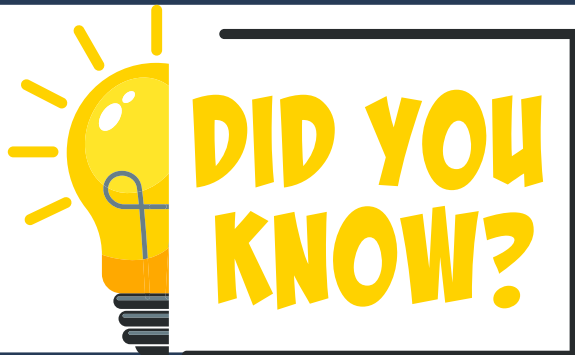
Hey there!

Have you ever found yourself gazing up at the sky, lost in thought, only to snap back to reality wondering, "What's a cloud contact center?"

Okay, maybe that's never happened to you. But let's dive in and find out what this buzzword really means.

A cloud contact center is a virtual system that connects customers with agents through a single online portal.

It's packed with powerful features that help businesses improve their customer experience.



## AdaptCX



## GTS

### Global Technology Solutions, Inc. (GTS) Revolutionizes Customer Experience

#### with Strategic Acquisition of AdaptCX

Since AdaptCX's expertise lies in aligning government agencies with top-tier cloud contact center platforms, together, our combined forces will deliver unparalleled CX strategies and technical innovation.

Find out what this means for you and how GTS can take your #CX to the next level!

**WATCH VIDEO**



[www.globo-tek.com](http://www.globo-tek.com)

## Listen Here



### BOTS AND BYTES



Tune into our latest podcast episode on "Potential Applications of AGI in Transportation, Healthcare, and more - Part Two"

Available on your favorite streaming channels and [HERE](#)

