



WILL AI REPLACE ME?

Call Center Agent

Business Support

The profession of a Call Center Teleoperator is already experiencing significant impacts from AI advancements. We are witnessing the emergence of automated systems and chatbots that can manage common inquiries, resolve basic issues, and record data autonomously, leading to heightened operational efficiency through the simultaneous handling of a substantial call volume. Nevertheless, for more complex inquiries or interactions requiring a human touch, the role of the teleoperator remains indispensable.

As AI capabilities continue to improve, it is expected that an increasing portion of routine teleoperator tasks will become automated, allowing human teleoperators to focus on more nuanced or delicate cases.

Automation degree: 60.00%

Strong impact of AI on this Job



60.00%

Main tasks

This section reviews the 3 main tasks associated with the job studied and assesses the potential level of automation induced by AI (« **AI Automation Impact** »). The modeling uses 8 criteria detailed on the « **Methodology** » page.

Tasks	AI Automation Impact
Answer incoming calls	High
Provide information and resolve issues	High
Log call data	High

Impact on skills

At-risk Skills ↓	
Log order data	Many systems can automate data entry, especially if it's repetitive.
Manage incoming calls	Automation through Interactive Voice Response (IVR) systems can handle a large portion of simple incoming calls.
Future-proof Skills ↑	
Offer assistance solutions	Finding creative solutions tailored to specific client needs is a skill that's hard to automate.
Sales pitch	While AI can recommend sales approaches, the ability to authentically persuade and adapt to unforeseen situations is inherently human.

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