

PLDT

Digital Workplace of Tomorrow

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Premise to Cloud; Cloud to Home: Moving to Experiences and Outcomes



Premise



① System of Records

- Telephony-Centric KPIs
- HW/SW Integration
- Supervisors within earshot
- IVRs & ACDs
- Single Channel

Cloud



② System of Engagements

- Customer Centric KPIs (NPS)
- API Integration
- Data, Analytics & Context
- RPA & Bots
- Multi-Channel

Home



③ System of Experiences

- Employee-Centric KPIs
- Health and Safety
- BCP & Resiliency
- Collaboration
- Omni-Channel

Hyper-Connected

Cloud-Enabled

Self-Service

Collaborative

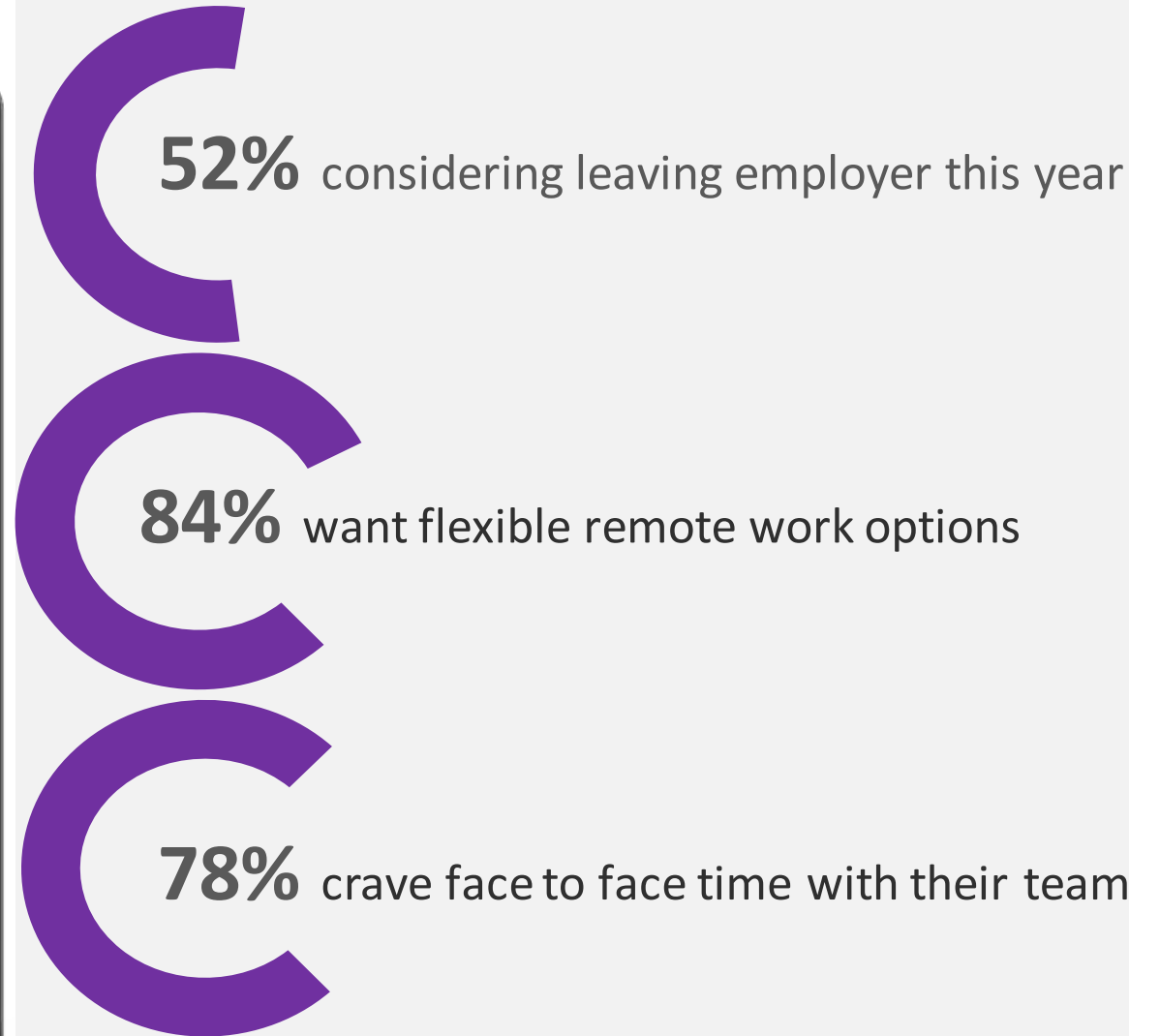
Secure

The Human Experience

The Great Resignation of 2021; Anthony Klotz;
Texas A&M University,



THE PHILIPPINE RESULTS:



Microsoft Work Trend Index 2021, n=30,000
31 Countries

The 'Great Resignation': What Do Employees Really Want?



Flexibility

Work is no longer a physical location, it is an activity



Re-Education

Online Learning and Training



Gig-Economy

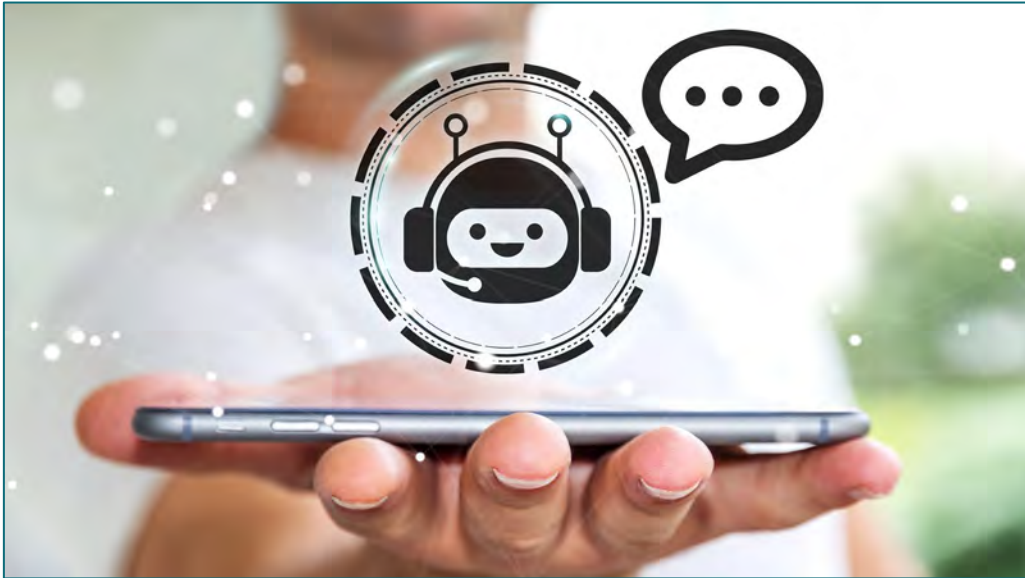
Permanent Freelance Contractors, On-Demand Platforms



Engagement

Winning the Global War on Talent

AI/ML Will be Part of the Solution in BPO: People, Process, Data & Platforms



Q: Where do you think AI can help you personally during a typical work day?

- ① Research & Analysis
- ② Team Collaboration
- ③ Training and Development

Source: GlobalData AI in Collaboration Survey

AI/ML Business Processes – Top Use Cases

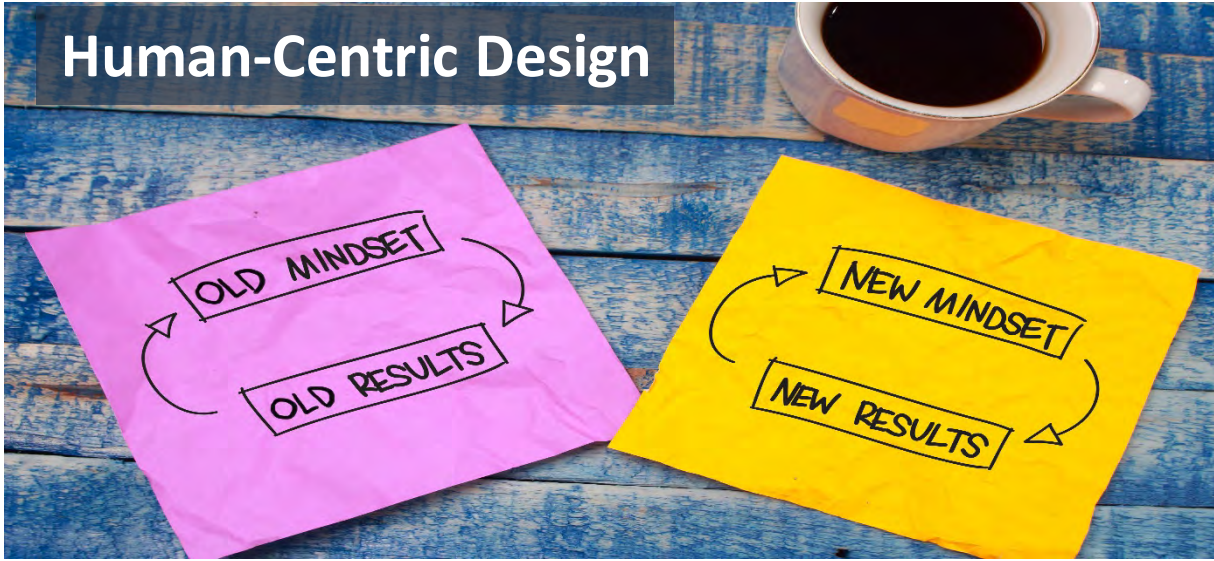


Contact Centre Agent	Facilities Management	Finance	Human Resources	IT
Next-Best Actions Zero Touch Sentiment Analysis	Building Analytics Predictive Maintenance Safety Notifications	Audit Process Credit Checks Reconciliation	Automate Daily Tasks Digital Self-Service Automate Approvals	Threat Detection Incident Response Predict Points of Failure

Where to Start?



Human-Centric Design



Platform for Cloud



Citizen Developers



Define Projects by Outcome

