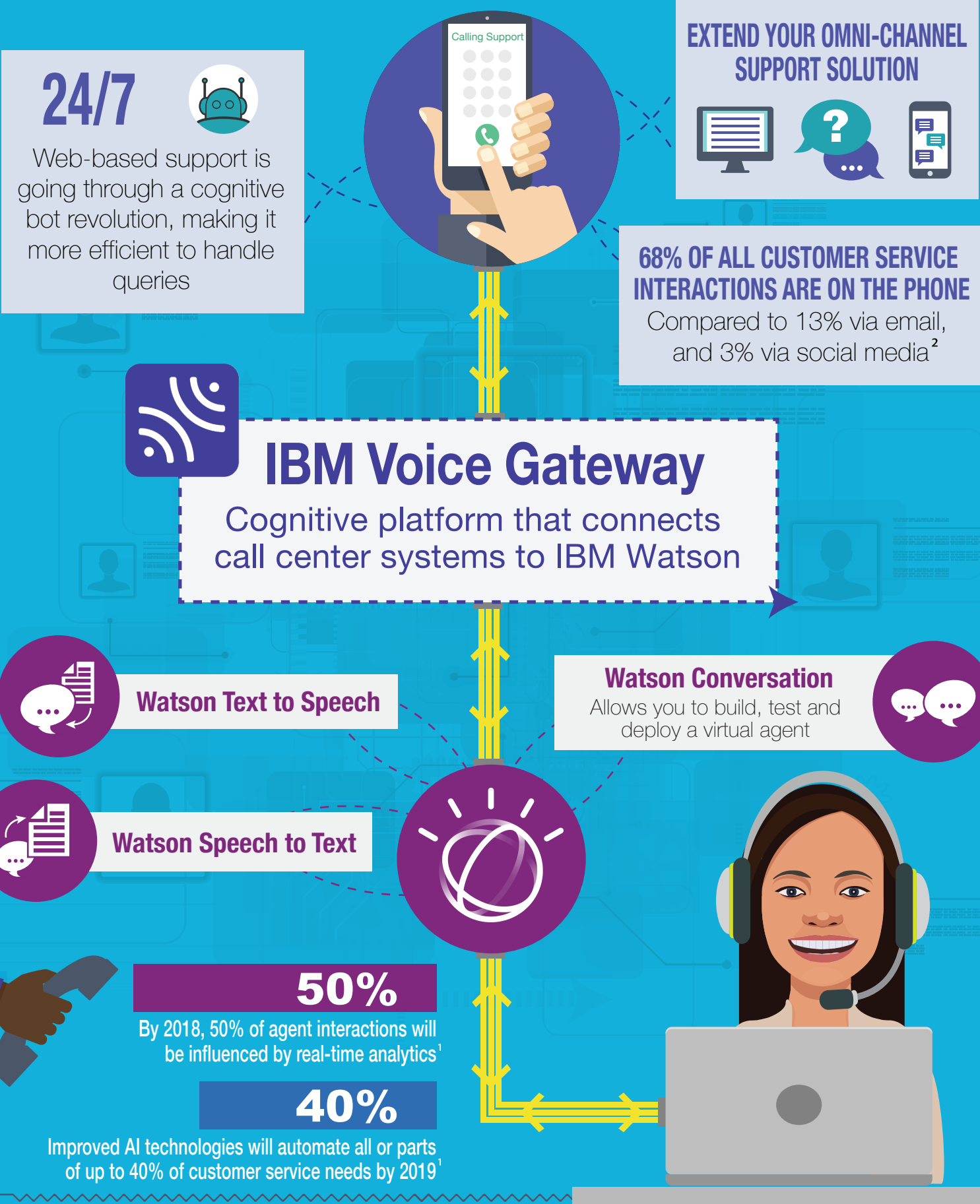


# The use of virtual customer assistants (VCAs) will jump by 1,000% by 2020<sup>1</sup>



**IBM Voice Gateway creates a better call center experience**  
<https://ibm.co/VoiceGateway>

Source: <sup>2</sup> MarketsandMarkets: Cloud-Based Contact Center Market: Global Forecast to 2021, Nov 2016

Source: <sup>1</sup> Gartner: Predicts 2017: CRM Customer Service and Support, Nov 2016