

# TECH NEWS

MAY 2024 -

SPRING IN FULL SWING 



## Meet Us in DC!

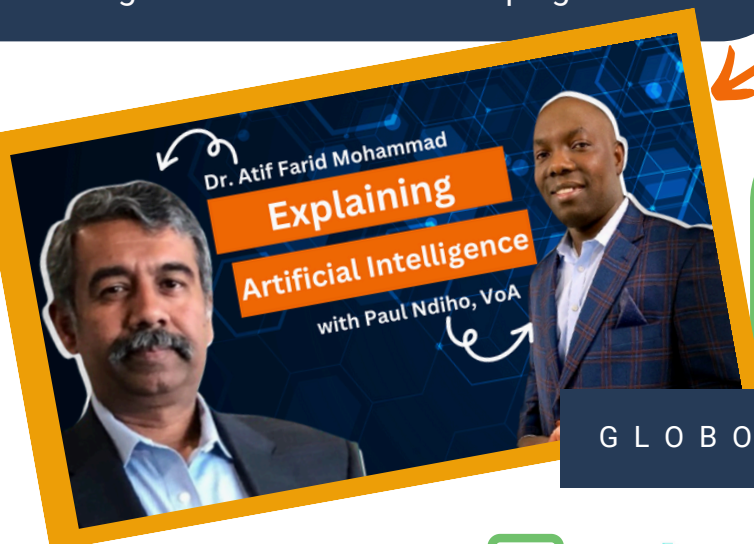
June 26th - 27th, 2024

See us in real life at the AWS Summit DC! We'll be there networking, meeting the speakers, and offering our expert guidance in CX and AI. Stop by our booth K-17 and talk to us about cutting-edge solutions to your organization's contact center sticking points.



### Dr. Atif Farid Mohammad on Voice of America

Our resident AI expert, Dr. Atif Farid Mohammad, was featured on Voice of America with Reporter Paul Ndiho. Together, they define what artificial intelligence means, how it is being used, and unpack how AI is being regulated. Tune in to the full interview to gain a better understanding of what artificial intelligence is and how it is shaping our world.



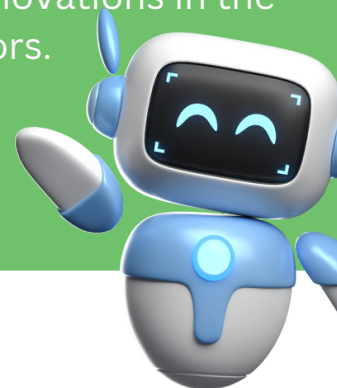
### See you in Maryland!

June 12th, 2024

GTS is co-sponsoring the **Digital Government Summit** in Maryland with A&T Systems on June 12th. Join us for a day full of expert speakers talking about AI for public sector organizations!

### Join us for a webinar on...

...exploring Responsible AI with GTS and AWS. We'll delve into the Top 3 Innovations in the public and commercial sectors. June 18th at 2pm EST. Sign up today!



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



# Introducing



Our newest addition to the Omni suite, OmniRAG boasts powerful features for all organizations that use call centers in higher ed, academic medical centers, and state and local governments. Retrieve datasets, automatically schedule agents based on caller volume, and employ virtual assistants to lessen the load on human agents. With OmniRAG, your organization's operational efficiency will skyrocket, saving valuable time and money.

## AI for Higher Education Institutions

What if there was a better way to send class schedule updates, textbook information, and more? If you could free up that time for your counsellors and agents and have them focus on more important work, would you?

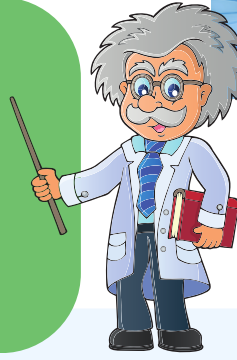
With our revolutionary artificial intelligence for Higher Education Institutions, you can do just that!

Watch the video below to learn more about our offerings.



### Our Resident AI Expert, Dr. Atif

Take your CX to the next level with GTS's AI solution incorporation! By integrating GTS's LLM into your CX strategy, you can enhance personalization, streamline processes, and drive loyalty. Don't just talk to your customers, listen to them. Optimize your CX with AI and watch your business thrive!



## Bots & Bytes: + Part One

In this podcast, discover how this synergistic pairing between two CX powerhouses can invigorate your company's call center and enable you to deliver top-notch customer experiences.



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