

# Humach Labs

Innovate without constraints.



We know the story. You want to launch bold CX strategies that set your brand apart, while driving operational efficiencies through digital transformation. But you're hampered by organizational constraints that can push projects out for years. Humach Labs lets you bypass roadblocks and incubate innovative new CX solutions in a controlled Humach environment. We will evaluate a portion of your calls to deliver CX through the lens of automation.

## Deploy AI & Automation with Confidence

AI can be tricky if you don't know where to start. Humach Labs:

- Helps you uncover and validate your top automation use cases
- Leverages your own real-world data to maximize ROI
- Achieves the above in a disruption free environment

## Empower the Front Lines of Your Business

As your innovation lab, we'll help you achieve your CX and automation goals faster and more cost effectively by:

- Relieving the burden from your busy IT team
- Removing other operational barriers
- Putting you in control of your own destiny

## Our Commitment & Guarantee

Based on your business needs and requirements, we will commit to a contractually guaranteed improvement in efficiency and/or automation of at least 8-15%.

## Features



Risk-Free  
Innovation



Test & Prove  
Automation



Maximize ROI



Speed to  
Insights &  
Deployment



High Impact,  
Low Effort

## ABOUT HUMACH

Humach simplifies and streamlines customer experiences for the world's leading brands with agents and technology. With operations throughout the United States, Mexico, and [Jamaica](#), Humach blends live agents, digital agents, and robust technology to allow businesses to focus on their core business operations. The company's managed products and services augment existing contact center models using collaborative intelligence that leverages the strengths of both [humans and machines](#).