

THE AI REVOLUTION

CREATING A NEW CUSTOMER SERVICE PARADIGM

#TechforPeople

Customer service teams struggle to keep pace with customer demand



39% are challenged to answer repetitive questions in an efficient way

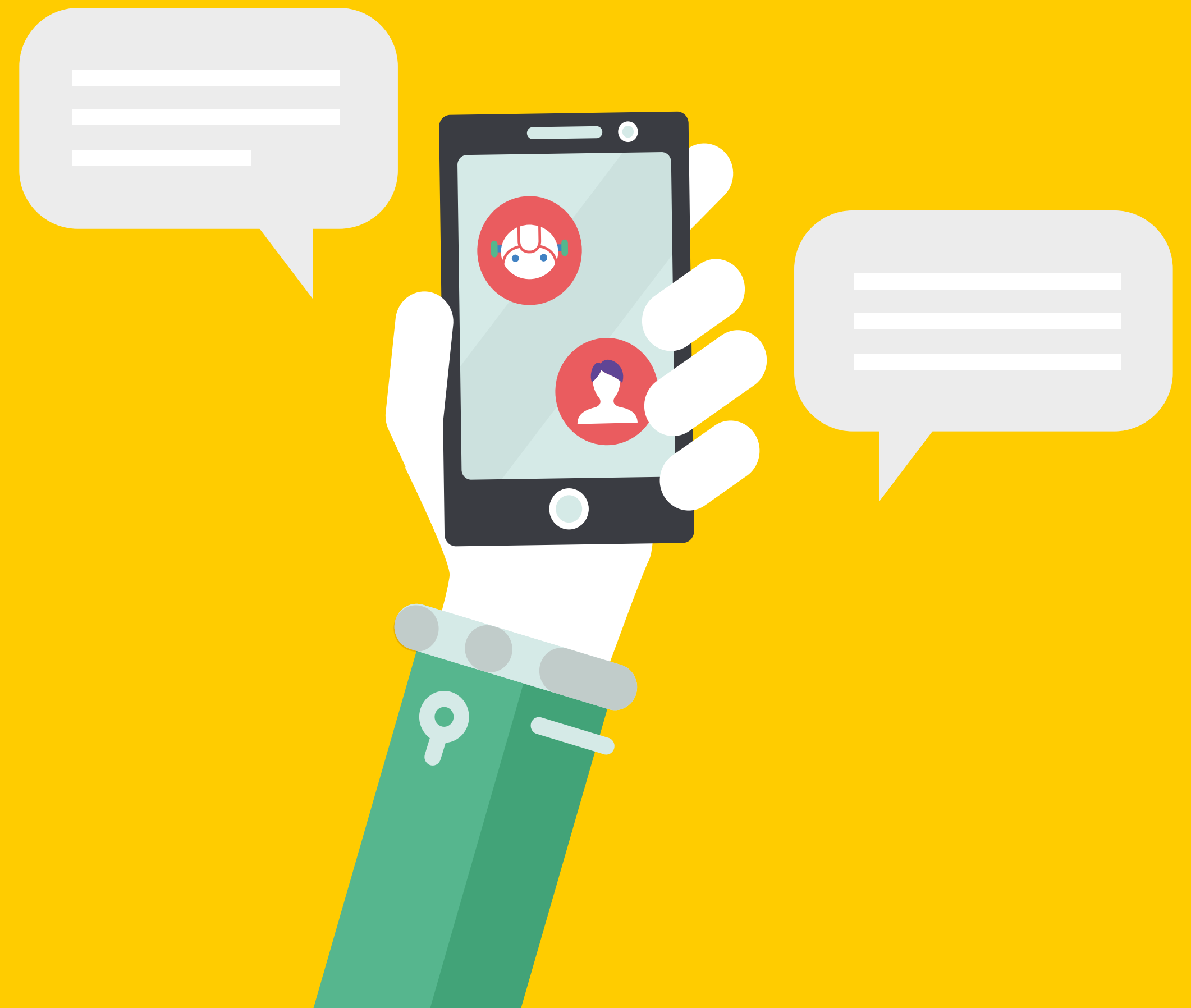
42% of organisations say they struggle to meet the rising expectations of customer service

45% of organisations are not available to respond to customer enquiries 24/7

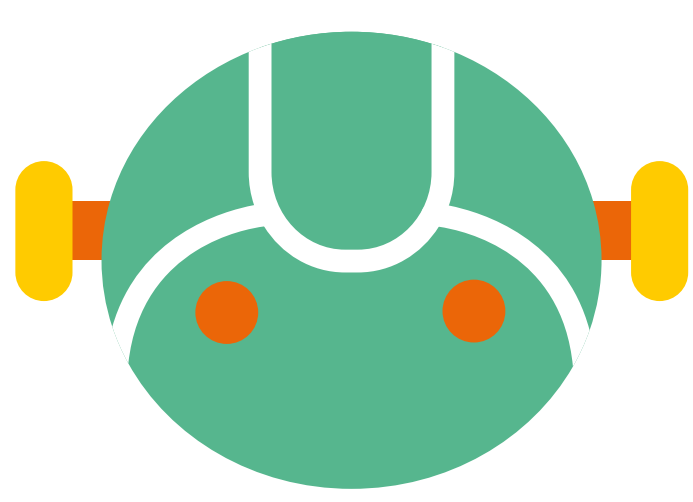
Early technology adopters see the benefits

74% of adopters

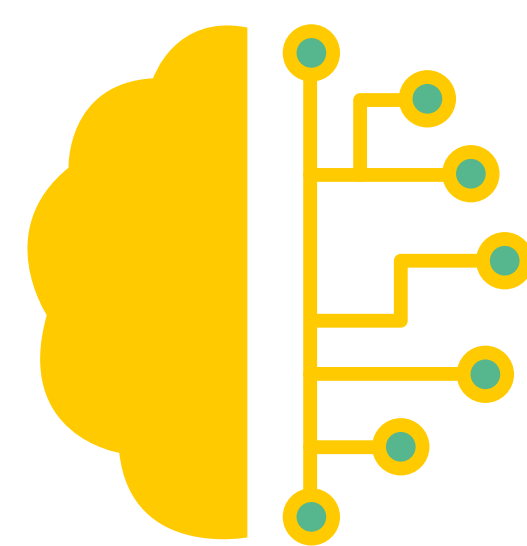
are already seeing the benefits of AI technologies that include freeing up agents' time, more efficient processing of high-volume tasks and providing always-on customer support



AI will reinvent customer engagement



64% of organisations will extend the range of queries that VCAs and chatbots handle



50% say AI will enable the customer service operation to become more efficient



42% say AI can be used to provide a higher level of service

AI will empower customer service agents

42% of organisations say AI can be used to provide a higher level of service, with similar levels of employment

33% of organisations using AI-based technology are aware of the need for upskilling customer service managers