

THE AI REVOLUTION

CREATING A NEW CUSTOMER SERVICE PARADIGM

Take a look at these stats from the past few years and decide for yourself whether you think the current state of customer service is dire or full of possibilities.

EARLY TECHNOLOGY ADOPTERS

74% 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

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



CHALLENGES OF CUSTOMER SERVICE TEAM

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.

BONUS STAT

180% ROI achieved by a user of ServiceNow Customer Service Management.

CSM recorded a **50%** YoY reduction in time to resolve cases.

20% annual decrease in low priority tickets

