

The Future is Here

AI in Customer Service

“ Customer Service is the leading application of AI being deployed today. ”

MIT
– Technology
Review

By 2022, AI chatbots could cut down business costs by **8 billion** or more

By 2025, **95%** of customer service interactions will be supported by AI

Customers are **9.5x** more likely to view AI as **revolutionary** vs. insignificant



understand
the great
importance
of
utilizing AI



believe AI
will improve
their ability
to resolve
CS issues



say AI is
increasingly
necessary
for business
success



believe AI
will provide
a better
contact center
experience

73% of business leaders say the number one application of AI at their company will continue to be **customer service** in 2022