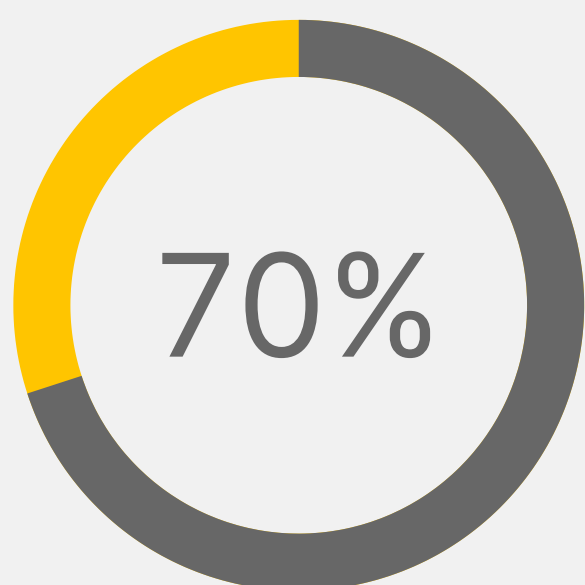
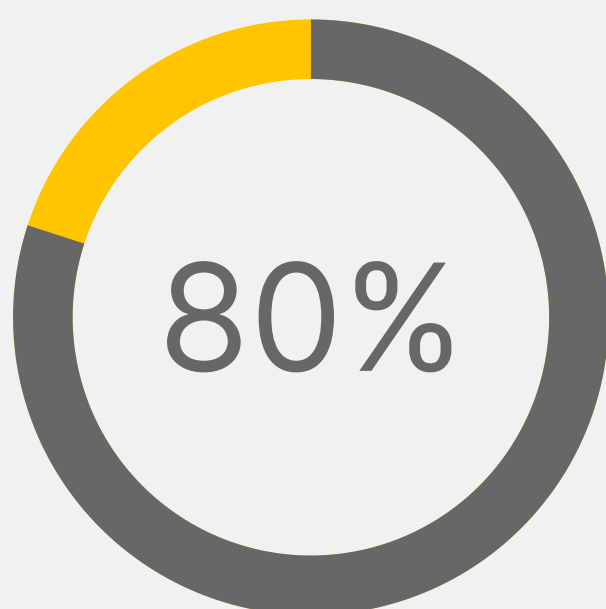


The Future of AI is NOW

Customer Services is at the forefront of AI adoption, and research confirms that this is set to continue.



of customer interactions will involve chatbots, machine learning and mobile messaging by 2022 (Gartner)



of customer interactions can be resolved by well-designed bots (Accenture)

95%

of IT leaders are prioritising workflow automation technologies like chatbots (Salesforce)



81%

of all customers attempt to take care of matters themselves before reaching out to a live representative (Harvard Business Review)

69%

of users prefer chatbots because they deliver quick answers to simple questions (Salesforce)



60%

of consumers want easier access to self-serve solutions for customer service (Ovum)