



# The Future of Customer Support is AI:

**10+** Stats That Prove It



# 01

**Support teams report major increases in customer expectations on**

**63%**  
response speed

**43%**  
politeness/empathy

**57%**  
resolution speed

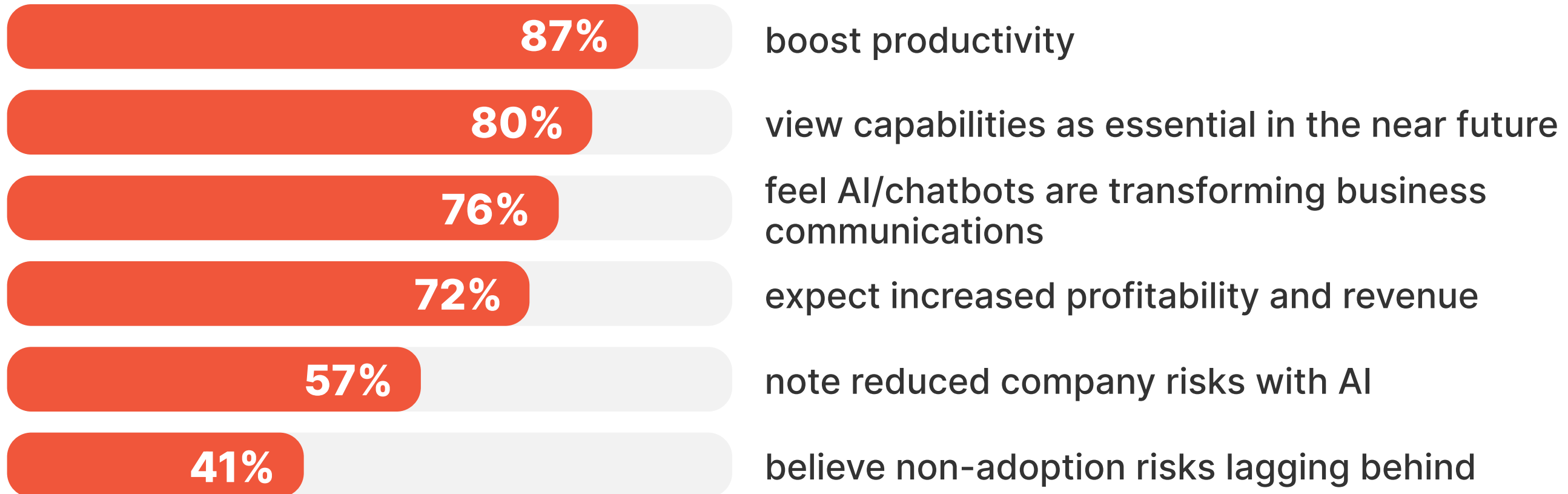
**49%** (each)  
knowledge and availability

Source: Intercom



# 02

## Expectations of Contact Center Leaders Regarding Conversational AI





# 03

## Most Popular AI Tools in Customer Service

**41%**

chatbots for responding to service requests

**41%**

Generative AI tools for drafting responses

**37%**

tools for collecting and analyzing customer feedback

**37%**

artificial intelligence to prioritize requests by urgency

**38%**

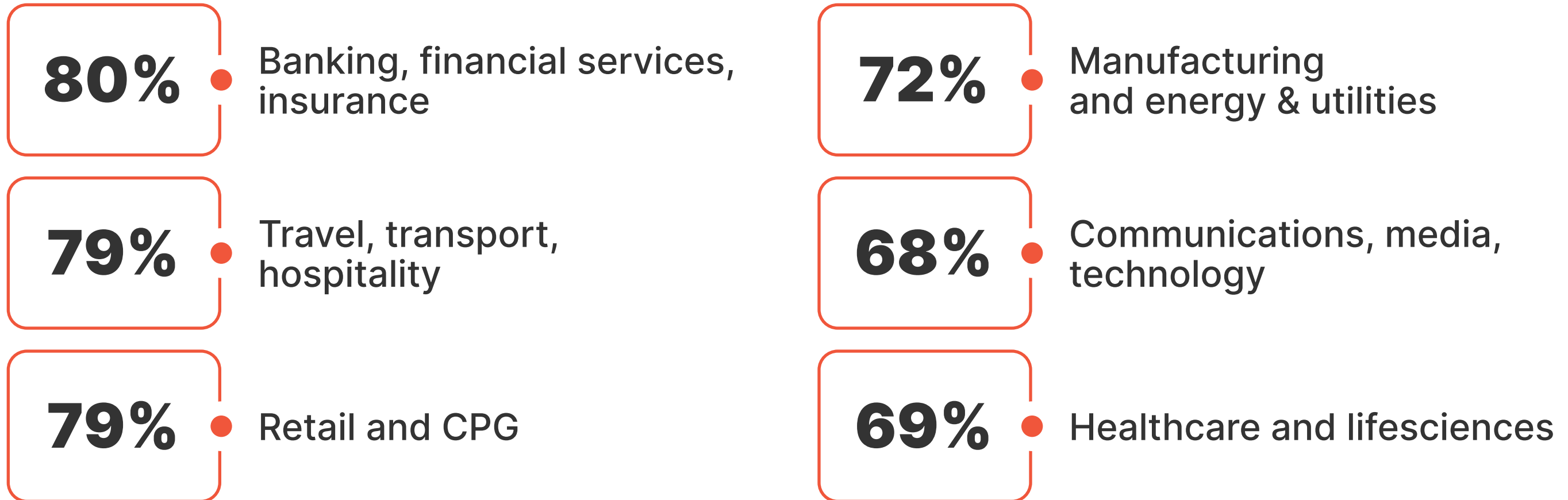
AI for routing service requests to appropriate agents

Source: Hubspot



# 04

## Industry-Wide Prioritization of CX in AI Implementation





# 05

## AI's Role in Customer Support Team Operations



### Major artificial intelligence benefits:

- |                                       |                                       |
|---------------------------------------|---------------------------------------|
| <b>50%</b> 24/7 support               | <b>35%</b> cost efficiency            |
| <b>45%</b> time savings               | <b>35%</b> customer feedback analysis |
| <b>44%</b> efficient issue resolution | <b>35%</b> consistent support quality |



### AI's biggest time-saving areas:

- 50%** analyzing customer feedback
- 34%** suggesting knowledge base answers
- 28%** expanding notes into full answers
- 25%** summarizing conversations



# 06

## Key Obstacles to Efficient AI Technology Implementation

Source: LTIMindtree

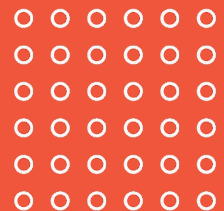




# 07

C-level executives AI customer service priorities include increasing workflow efficiency (47%), enabling customer self-service (40%), and customer retention/growth (34%), with 30% focusing on automated support via chatbots.

*Source: Intercom*







**Want to dive deeper?**

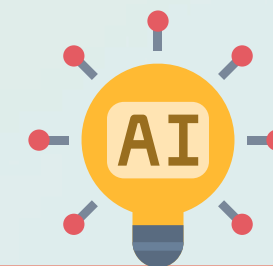
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