



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

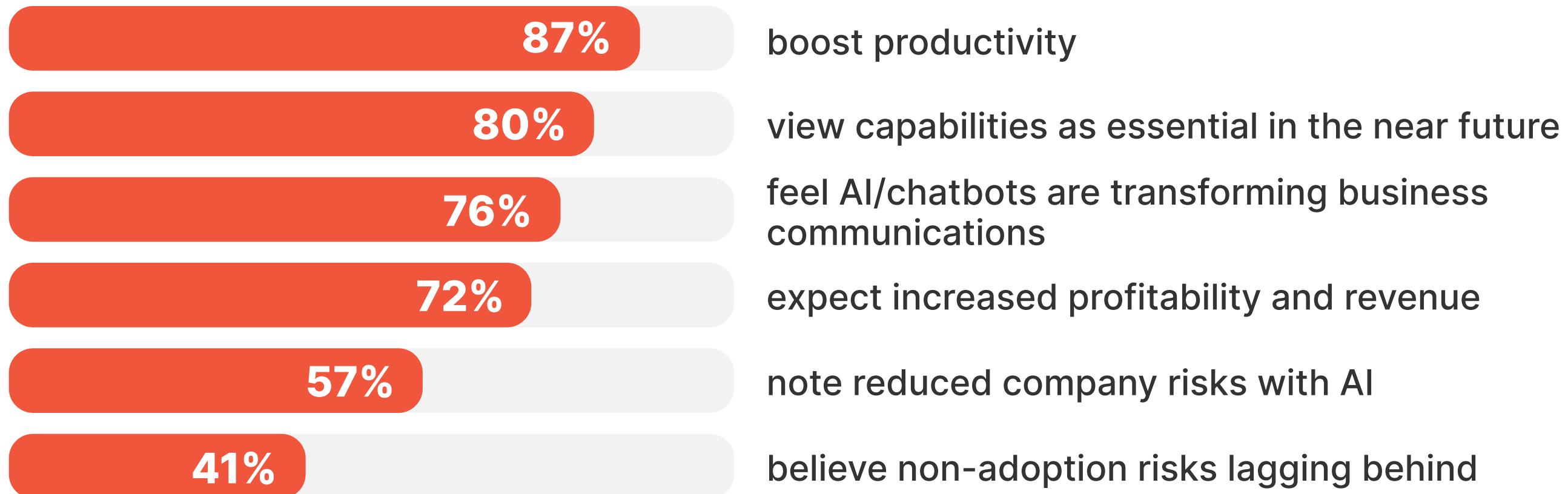
49% (each)
knowledge and availability

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

80%

Banking, financial services,
insurance

79%

Travel, transport,
hospitality

79%

Retail and CPG

72%

Manufacturing
and energy & utilities

68%

Communications, media,
technology

69%

Healthcare and lifesciences



05

AI's Role in Customer Support Team Operations



Major artificial intelligence benefits:

50% 24/7 support	35% cost efficiency
45% time savings	35% customer feedback analysis
44% efficient issue resolution	35% 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

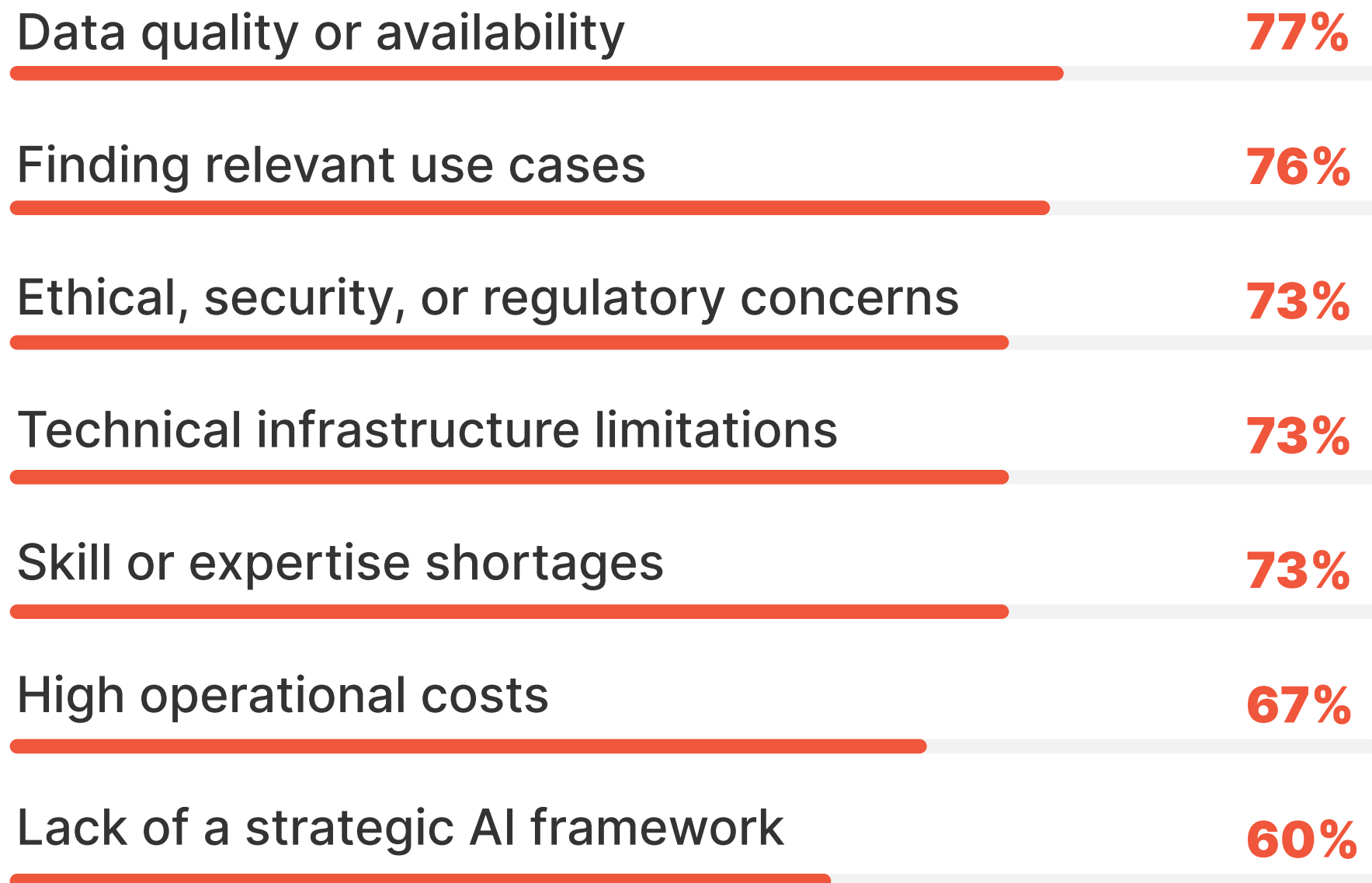
Source: Intercom



06

Key Obstacles to Efficient AI Technology Implementation

Source: LTIMindtree

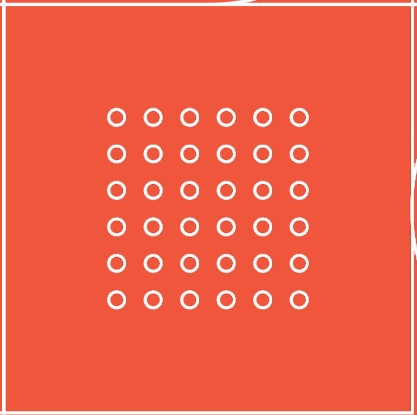
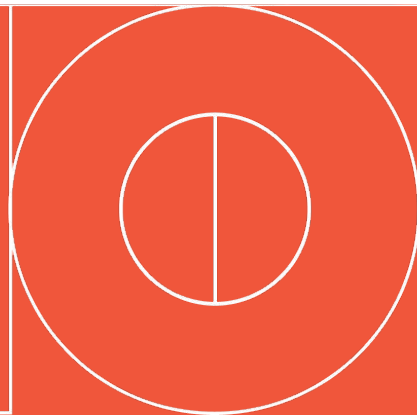
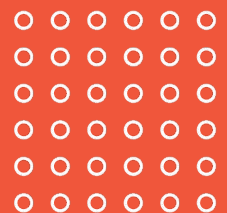




07

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?

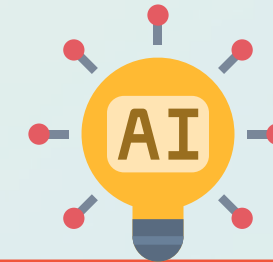
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eBook

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65 Must-Know Generative AI
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