How AI is transforming the workplace

There is widespread acknowledgement that AI will be a core component of great employee experiences moving forward. Teams are growing more optimistic about AI’s potential to deliver quality employee service that’s faster and more cost-effective.

Download our research to see how teams are preparing for the rise of AI in the workplace.

Find out more in the Employee Experience Trends Report 2023

There’s still room for growth when it comes to AI in the workplace.

56% of EX professionals acknowledge that siloed data across departments makes using AI/bots in more advanced ways difficult.

Here’s what EX professionals think about their AI/bots:

As AI/bots become more accurate and advanced, they will play a bigger role in the workplace.

Internal support teams could begin to outsource more of their administrative HR, IT, and help desk work to bots, freeing up staff to focus on more complex tasks that require human input.

67% of EX professionals believe their organization has a clear plan for advancing its automation/AI capabilities for employee service.

62% believe that the usage of AI/bots has improved their organization’s EX.

60% believe that AI/bots have driven large cost savings over the past year.
The future of AI in the workplace

AI is now playing an important role in shaping the modern workplace.

Forward-thinking organizations understand the need to adopt AI technologies to stay current and effortlessly deliver great employee experiences.

Transformation is easier with a trusted partner

As organizations face complex business challenges, including rising costs and staffing challenges, they must consider how they're leveraging AI to optimize workflows, increase employee engagement, and get more value with fewer resources.

When you use Zendesk for employee experience, you can deliver modern experiences that increase employee productivity and performance companywide.

- **Employee service**: Provide a unified experience across email, messaging, Slack, Microsoft Teams, and more
- **Workflow automation**: Automate HR, IT, and other inter-department processes to increase efficiency
- **AI**: Use Zendesk bots and Advanced AI for employee self-service, agent productivity, help center and macro optimization, and more
- **Data & analytics**: Measure KPIs and show the value of your EX investment to senior leaders

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**66%**

Expect AI/bots to perform at the same level as human agents in the next few years

**65%**

Expect AI/bots to replace some human agents over the next few years

**57%**

Think that training AI/bots is easier than humans

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Learn more about Zendesk for employee experience

[Link to Zendesk for employee experience]

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