

## Macro Roundup Article

Headline: [Generative AI at Work](#)

Article Link: <https://www.nber.org/papers/w31161>

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**Tweet:** Using evidence from the roll-out of a new AI-based tool for customer support agents, @erikbryn @Danielle\_Li @LindseyRRaymond found an overall 14% increase in productivity driven by low-skilled workers, with minimal impact on highly skilled workers.

**Summary:** We study the staggered introduction of a generative AI-based conversational assistant using data from 5,179 customer support agents. Access to the tool increases productivity, as measured by issues resolved per hour, by 14 percent on average, with the greatest impact on novice and low skilled workers, and minimal impact on experienced and highly skilled workers. We provide suggestive evidence that the AI model disseminates the potentially tacit knowledge of more able workers and helps newer workers move down the experience curve. In addition, we show that AI assistance improves customer sentiment, reduces requests for managerial intervention, and improves employee retention.

**Primary Topic:** Investment

**Topics:** Academic paper, Data, Factoid, Investment, Productivity

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