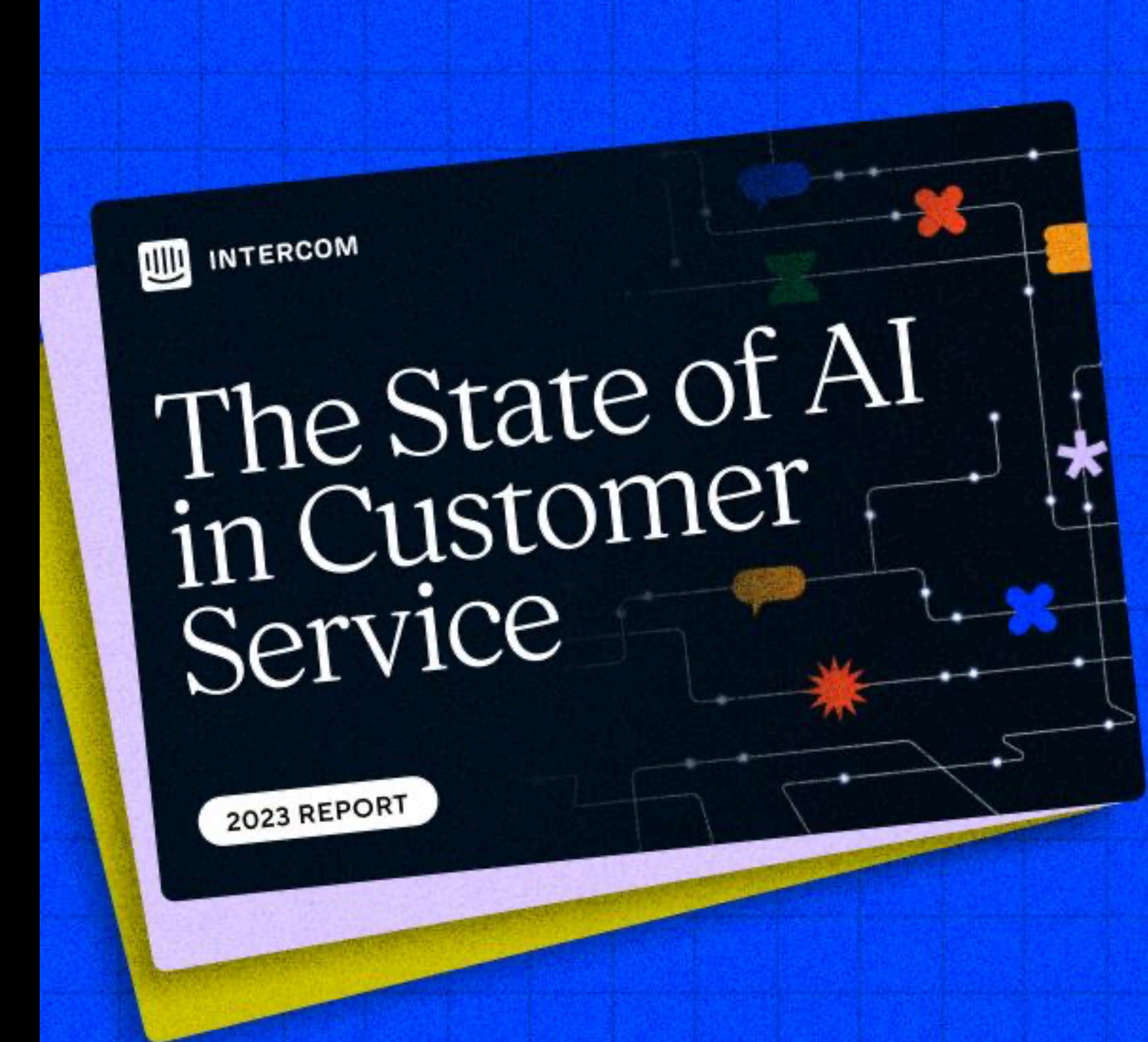


Intercom's Ai Trends Report



Blog Ads

The ad features a dark blue background with a grid pattern. In the top left corner is the Intercom logo (a stylized 'I' icon) and the word 'INTERCOM'. Below this, in large white font, is the headline: 'AI is transforming customer service—find out how to stay ahead of the curve'. At the bottom left is a white button with the text 'Download the report →'. To the right of the text is a dark blue graphic of a report cover titled 'The State of AI in Customer Service 2023 REPORT', featuring a network of speech bubbles and lines.

The ad features a dark blue background with a grid pattern. In the top left corner is the Intercom logo (a stylized 'I' icon). To its right, in large white font, is the headline: '5 ways AI will impact customer service—plus tips to prepare your team'. Below this is a white button with the text 'Download the report →'. To the right of the text is a dark blue graphic of a report cover titled 'The State of AI in Customer Service 2023 REPORT', featuring a network of speech bubbles and lines. This version of the report cover has more colorful elements (orange, green, yellow, blue) compared to the first one.

AI in customer service— insights from your peers

AI and automation are transforming customer service. How are teams adapting?

This year, AI has made waves across the customer service industry. To find out how CS teams are adapting, we asked 1,000+ support professionals how they're making the most of these exciting developments.

Discover the AI trends shaping the future of customer service and get actionable tips that will help you unlock the power of AI and drive real business growth.

Inside the report, you'll learn:

- What customer service leaders are thinking about new AI opportunities
- How to boost efficiency and create better customer experiences with advanced AI
- How to bring your customer service team along on the AI journey

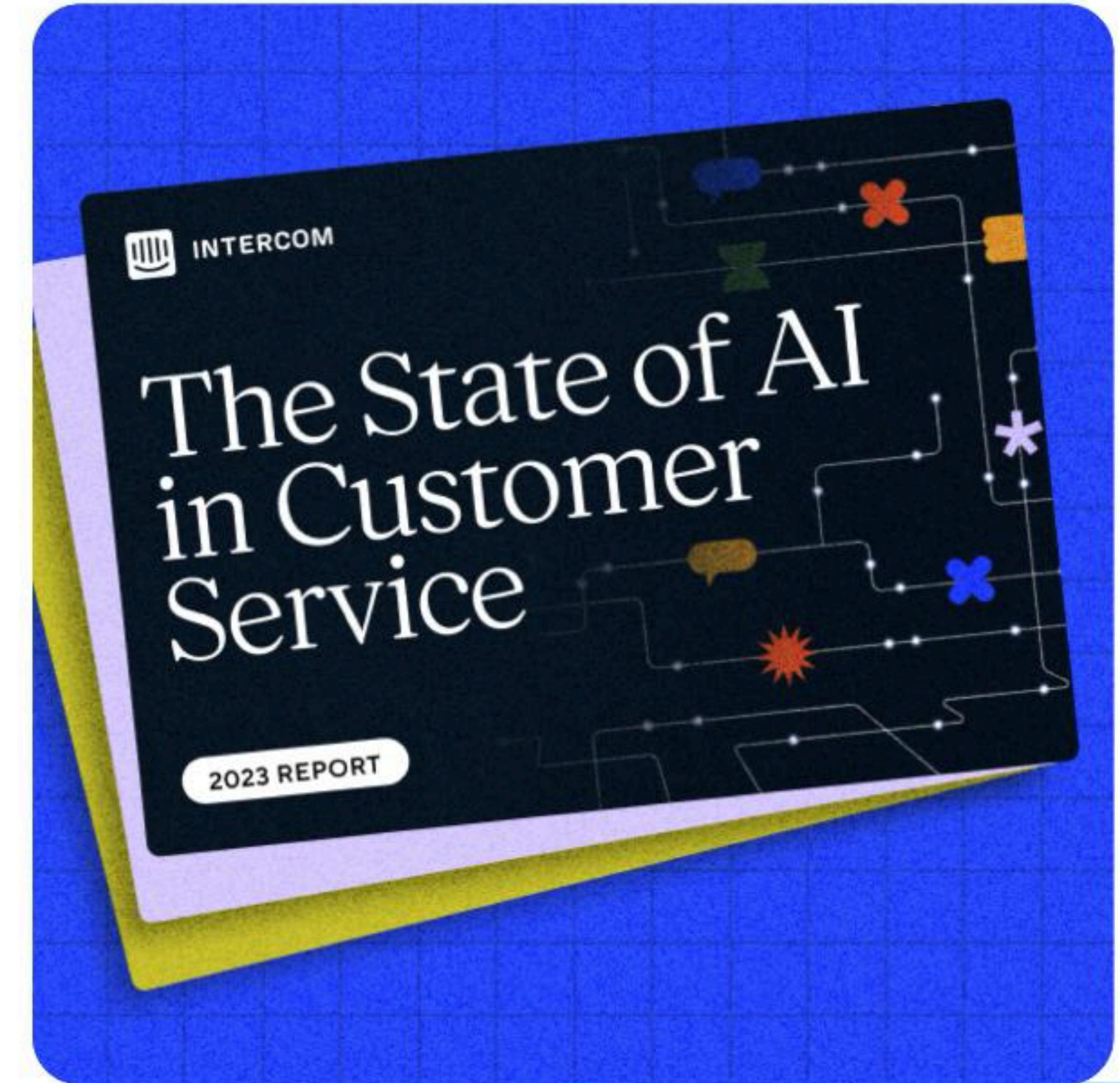
[Download the report](#)

2023 REPORT

The State of AI in Customer Service

AI is transforming the customer service industry—so we asked 1,000+ global support professionals how they're making the most of this once-in-a-generation shift.

[Download the report →](#)



How customer service leaders are thinking about AI

69%

plan to invest more in AI in the
year ahead

72%

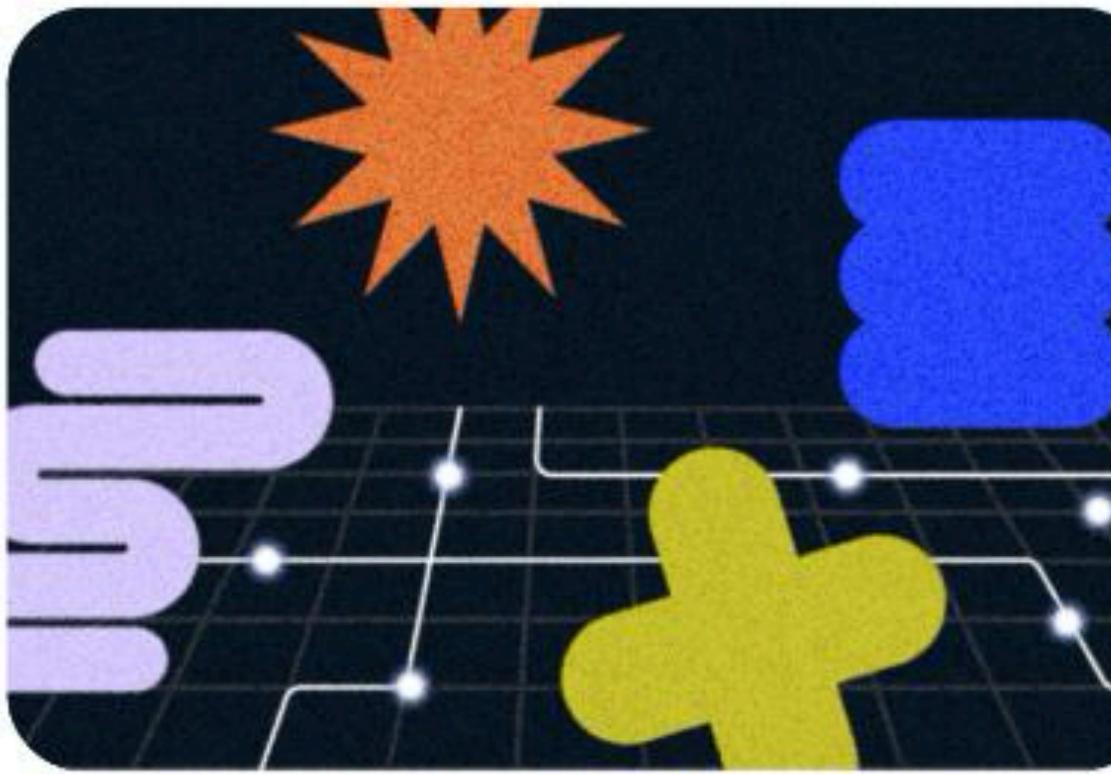
believe AI offers companies a
competitive advantage

78%

expect AI to transform CS careers
in the next 5 years

WEBINARS

Join the discussion and stay ahead of the AI curve



ON DEMAND

The State of AI in Customer Service

Join us as we reveal the top 5 AI trends shaping the customer service landscape this year. Plus, hear industry thought leaders' takes on the findings.

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ON DEMAND

How to kickstart your automated support strategy

We get it—automation can seem complicated. That's why we've gathered simple automation strategies to put your company on the fast track to efficiency and better user experiences.

[Watch now →](#)



ON DEMAND

Prepare your support team for AI

Learn strategies for optimizing your help center, launching AI bots to customers, and ensuring proper security and compliance.

[Watch now →](#)

Advanced AI boosts efficiency and wows customers—find out how

[Download the report](#)

REAL STORIES

Hesitant about using AI? So were these support leads

Hear from CX leads Constantina Samara, Samuel Miller, and John O'Hara as they share their earliest concerns about implementing AI on their support teams—and how their feelings on automation have changed!

