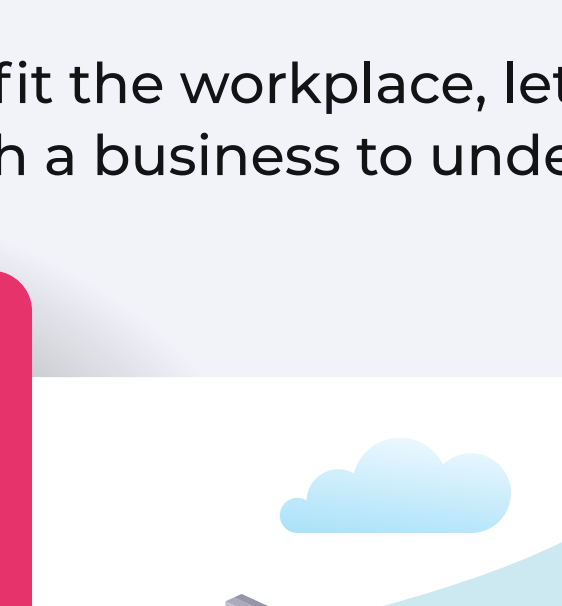


# THE HUMAN TOUCH

## HUMANS WORKING WITH ARTIFICIAL INTELLIGENCE

Enough with the hearsay of robots or AI replacing the human workforce. In the workplace of the future, humans won't have their jobs replaced by robots but will use technology such as AI to increase efficiency and revenue.



**Cobotting:** Humans and smart tech bringing out the best in each other.

# 97,000,000

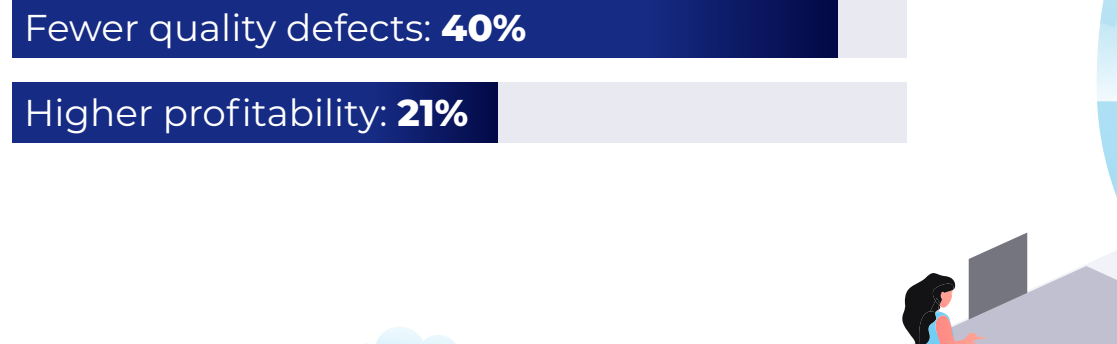
AI is estimated to create **97 million new jobs by 2025**.<sup>3</sup>

To see how AI can benefit the workplace, let's follow a **compliance officer** through a business to understand more.

Hi, my name is Tim. A lot of people think their jobs are being replaced with robots or AI. Trust me when I say the workplace is thriving with humans who love using AI to be more efficient at their jobs. Let's meet people in different departments of a business to see how everything's going!

## HUMAN RESOURCES

Most organizations are utilizing AI in three areas:<sup>4</sup>



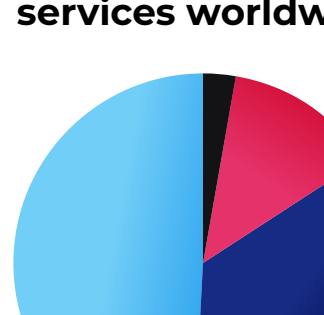
of employers using AI or automation say it saves them time and/or increases efficiency.<sup>5</sup>



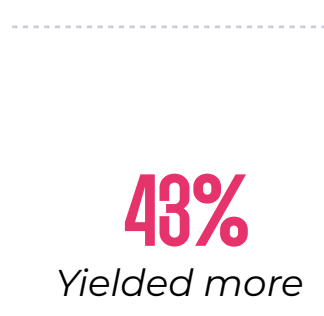
of HR leaders said they will increase their investments with AI.<sup>6</sup>

You're doing great work here, Ray!

Really appreciate that, Tim!



of HR employees say an effective recognition and reward program helps drive business results.<sup>5</sup>



say it can also lead to employee retention.<sup>6</sup>

The results of engaged employees:<sup>7</sup>

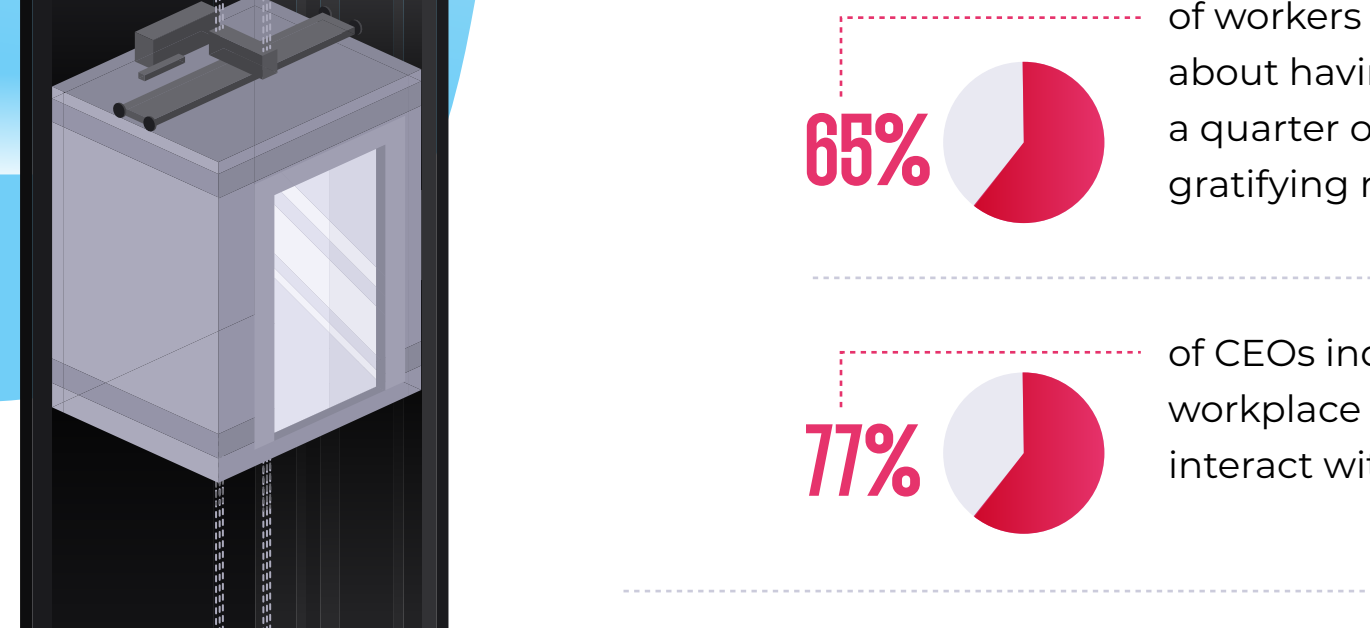


## FINANCE

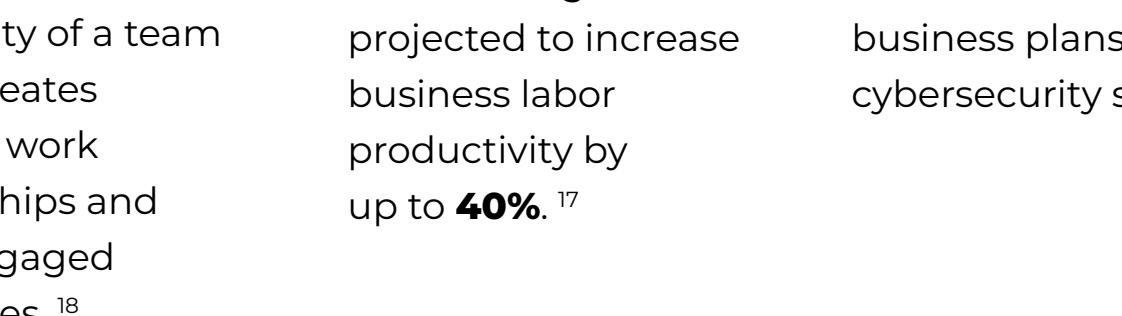
The use of AI in financial services worldwide in 2021:<sup>8</sup>



Benefits seen from using AI:<sup>9</sup>



## OPERATIONS



The benefits of AI for business operations can leave a positive impact by:<sup>14</sup>



AI is set to:<sup>15</sup>



**78%** of employees say the quality of a team leader creates stronger work relationships and more engaged employees.<sup>16</sup>

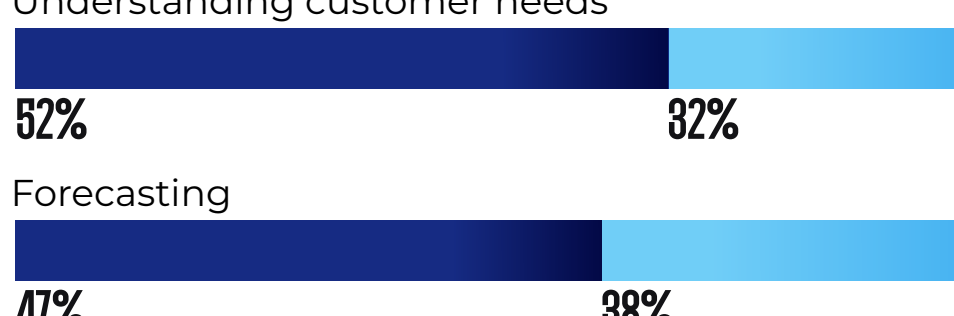
**40%** AI technologies are projected to increase business labor productivity by up to **40%**.<sup>17</sup>

**27%** of executives say their business plans to invest in AI cybersecurity safeguards.<sup>16</sup>

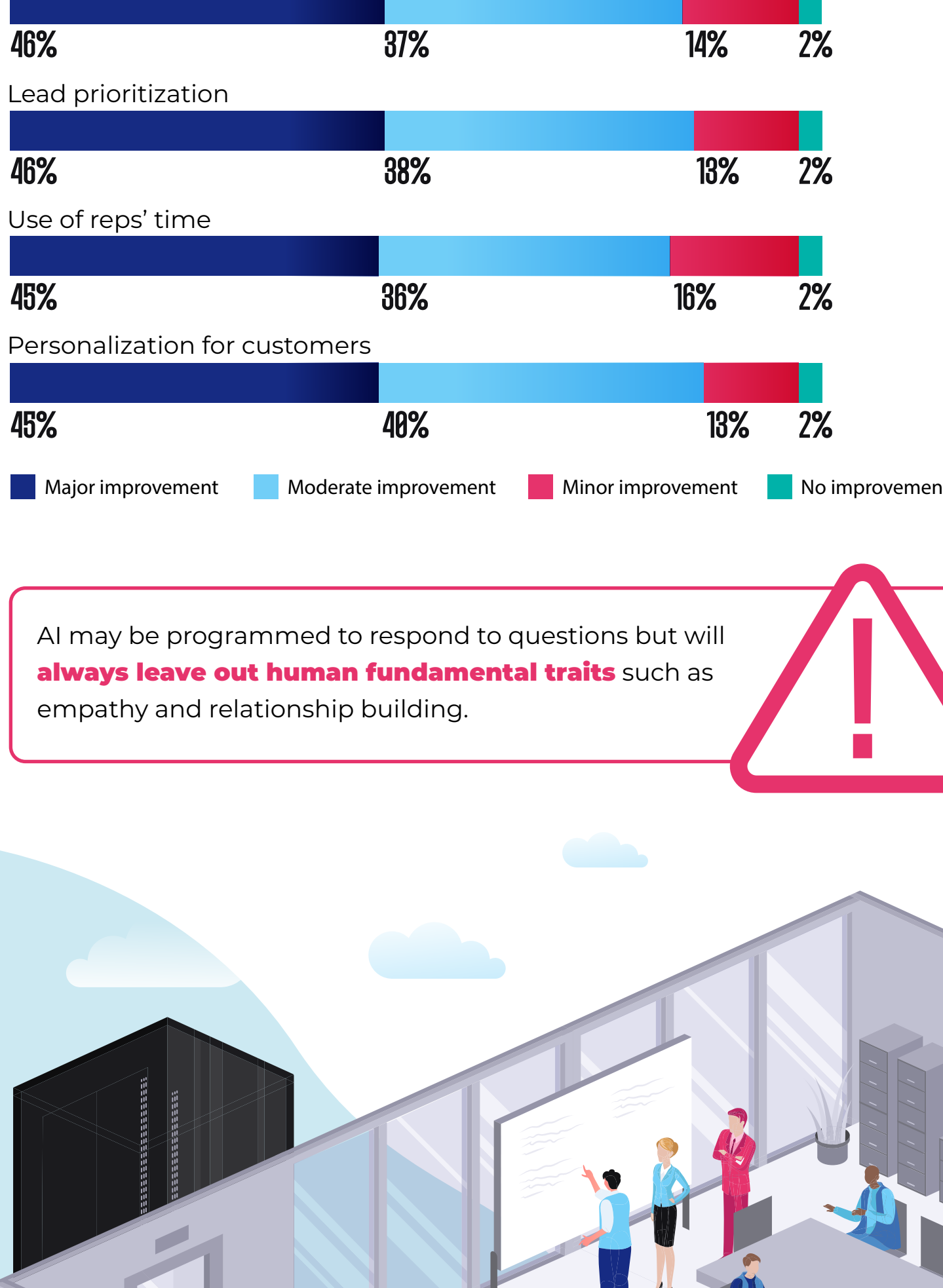
How is everything going today in operations, Maren?

Fantastic, actually! We're discussing the power of a new management software that streamlines our employees' processes.

## SALES



Degree of improvement in the following from artificial intelligence.<sup>19</sup>



AI may be programmed to respond to questions but will **always leave out human fundamental traits** such as empathy and relationship building.

## CUSTOMER SERVICE

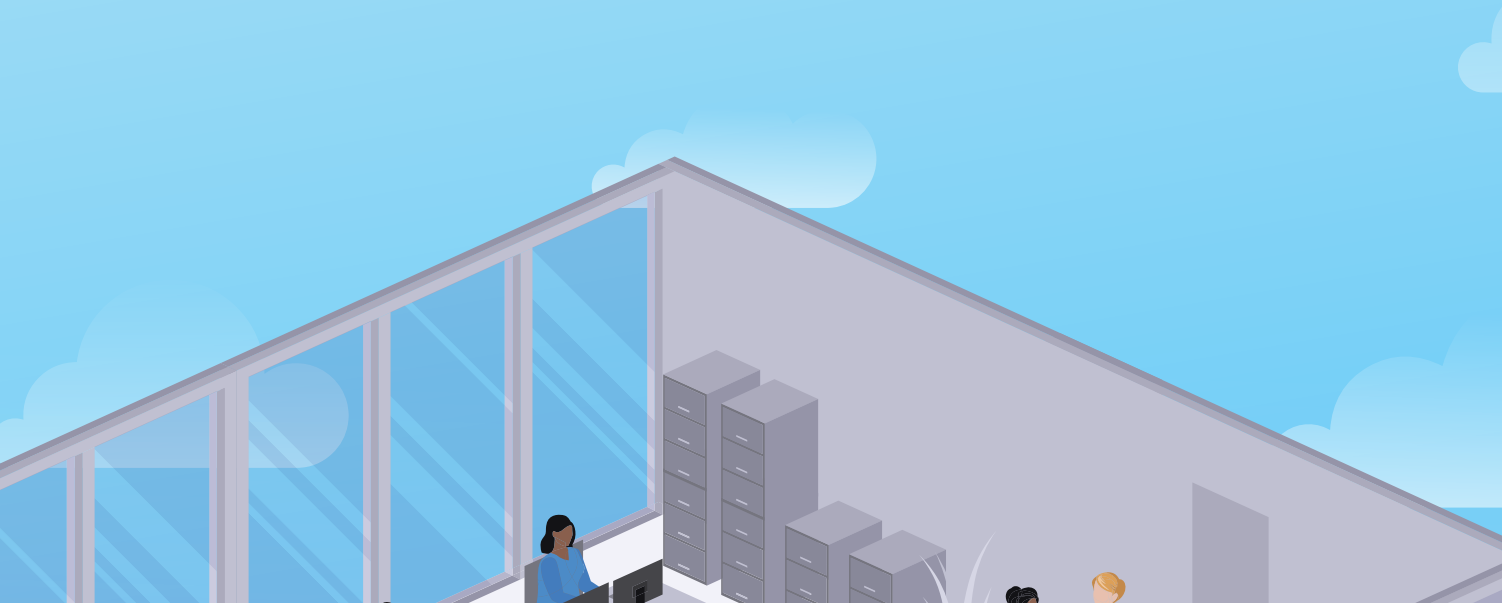
**Eight in 10 businesses** have already implemented or are planning to adopt AI for customer service.<sup>20</sup>

**70%** of customer interactions involved emerging technologies in 2022. That's up from 15% in 2018.<sup>15</sup>

Looks like a normal workday in here filled with productivity.

## MARKETING

AI will change marketing in the workplace by providing:<sup>20</sup>



Improvements through the use of AI in email marketing:<sup>21</sup>



Overall, it's less about robots taking away our jobs and more about how employees can use AI tools to make jobs easier and more efficient. How is your company adopting AI?