

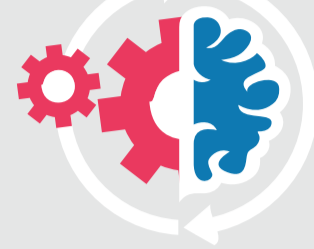
The Secret to Winning Customers' Hearts With Artificial Intelligence

Add Human Intelligence



What consumers expect from AI

Consumers already know Artificial Intelligence



Nearly **73%** (or ~3 in 4) consumers say they are aware of having interactions enabled by artificial intelligence

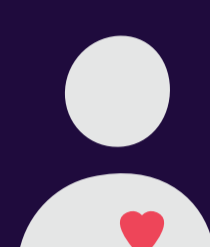
69%

of these AI-aware consumers were satisfied with their AI interactions



Key benefits consumers see – **greater control** and **24/7 availability**

Consumers want a human-like approach, not human-like looks



64%

consumers want AI to be more human-like



1 in 2

consumers say they are not comfortable with human-like physical features

62%

comfortable with human-like **voice and intellect**



Consumers want transparency

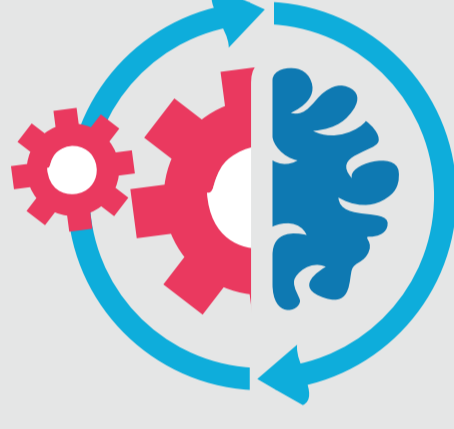
2 in 3 consumers

want to know if they are interacting with an AI-enabled system or a human

Consumers want human intelligence in AI

55%

consumers would prefer to have interactions enabled by a mix of AI and humans.



Organizations are focused on ROI and not consumer pain points



62%

of organizations rank cost of implementation and **ROI much higher** than customer preference in designing AI-enabled interactions



Only 7%

of organizations prioritize **solving consumer pain points** in implementing AI-enabled interactions



How do Front-Runners augment their customer experience for an AI world?

Ensure that **consumer concerns** form the basis for **AI initiatives**



Make AI-first a **strategic priority**



Scale up AI-enabled interactions **globally**

Keep the **customer informed**



Align incentives to encourage greater use of AI-enabled interactions

