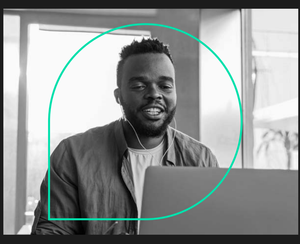
Customer Experience Teams Have the Most to Gain From Gen AI



CX Teams Are the Voice of the Company

Customer experience teams are frontline champions, solving customer problems in real time through communication. To many customers, they are the voice of the company, so effective communication is critical not only for their job performance but also for company performance.

CX Teams Communicate More Than Most

7 hours each week on email
21% more than the average worker

4 hours each week on chat
14% more than the average worker

22 hours each week communicating in real time
16% more than the average worker

Poor Communication Takes Its Toll

When communication doesn't meet their high standards, it impacts the professional and mental well-being of CX workers.

64% say poor communication increases their stress at work

46% are frustrated by a lack of organization when it comes to finding information to communicate effectively

1 in 3 say poor communication has motivated them to consider finding a new job

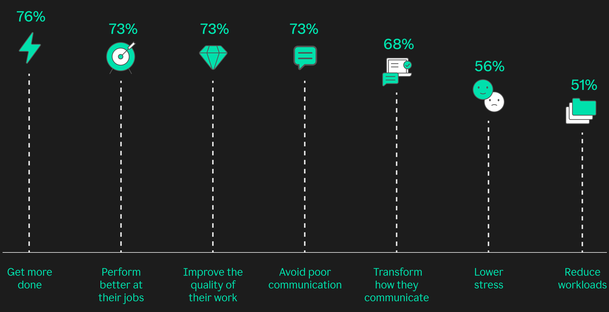
Gen AI Offers a Promising Solution

Early adopters of AI report tremendous gains in their quality of work (and quality of life).

Gen AI saves CX workers

7 hours per week

CX teams say that gen AI helps:



. . . But Most CX Workers Aren't Taking Advantage Yet

It's time for CX teams to harness the power of AI to communicate better, not more.



63% don't use AI at work



53% don't know how to use gen AI tools effectively



56% wish their company was more open to implementing AI

Explore Gen AI's Potential

In 2024, CX teams will need generative AI to unlock effective communication. Get the blueprint on how to implement it org-wide.

Download Report



This infographic was informed by a study conducted by The Harris Poll on behalf of Grammarly from September 29, 2023, to October 3, 2023, among 1,002 knowledge workers and 253 business leaders. Hours have been rounded to the nearest whole number.