

# 10 insights for leaders on AI-driven employee experiences

We surveyed more than 800 employee service leaders from 17 countries about managing distributed teams, empowering employees with AI-powered tools, enhancing remote IT support, and much more. Here are the top 10 insights from our research.





### Insight 1

# 58%

**of leaders believe their employee experience software is dated and difficult to use**

When it comes to employee support, organizations have room to improve. Most leaders shared that their organizations need to empower employees and leaders with newer, more user-friendly technology.



### Insight 2

# 71%

**of leaders said the level of service they receive as a customer is better than the service they receive as an employee**

AI is shifting employee expectations; employees are now accustomed to swift, high-quality service interactions delivered by their favorite brands—and they expect the same service at work. Improving employee service with AI is a win-win for employees and organizations: better and faster employee experiences drive better business outcomes, and higher employee satisfaction and productivity.

### Insight 3

# 46%

**of leaders said implementing new tools and tech was a top business priority**

Nearly half of respondents are placing a strategic emphasis on implementing new tools and tech, especially with the rise of AI-powered solutions that can boost employee satisfaction and productivity, and provide deeper insights into performance and engagement.





#### Insight 4

# 66%

**of leaders said they have difficulty monitoring and evaluating the performance of their remote employees**

Up to two-thirds of leaders find it challenging to manage remote employees, citing barriers in communication and difficulty maintaining team productivity. To solve these challenges, employee service leaders are looking to analytics tools to surface employee service trends, KPIs, and deeper insights to establish a data-driven foundation for continuous improvement.

#### Insight 5

# 83%

**of leaders said that their organization has invested in HR platforms to facilitate employee self-service**

Self-service tools empower employees with flexibility and agency over their time. These internal tools, like robust help centers and AI agents, also free up employee service agents to focus on high-value tasks.





Insight 6

81%

**of leaders agree that implementing self-service tools leads to a significant increase in employee satisfaction**

When a time-consuming, repetitive task can be automated or improved with self-service and AI, employees are able to focus on more meaningful, engaging work—encouraging professional growth and boosting satisfaction in the process.



Insight 7

83%

**of leaders said that AI tools provide employees with the data-driven insights they need for better decision-making**

Empowering employees and leaders with AI-powered insights allows them to quickly identify and address opportunities to optimize and adapt to new ways of working.



Insight 8

81%

**of leaders agreed that AI enables employees to handle complex tasks more effectively**

Leveraging AI tools such as AI copilots, agents have the right support to work through a request. AI can summarize interactions, surface relevant knowledge and context, make suggestions for genAI responses or the right next action to take, and even take an action on behalf of an agent if approved. This enables agents to handle the complex or sensitive interactions—nailing the procedure steps with ease—and focus on what requires a human touch.

#### Insight 9

# 76%

**of leaders agree that AI tools enable employees to take on new responsibilities that were previously impractical**

AI tools are opening new doors for employees—evolving job responsibilities and creating opportunities for professional growth and development.



#### Insight 10

# 37%

**of leaders stressed the importance of enhancing remote IT support capabilities**

Gone are the days when most people come face to face with their IT departments. Now, many employees are working at least partially remotely. This requires IT teams to be more agile than ever. AI plays a role here, too. From streamlining employee interactions so IT support agents can swiftly address software-related issues to routing urgent tasks, AI tools help ensure smooth operations and minimal downtime.

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