

# PLEDGE PEOPLE NOT BOTS

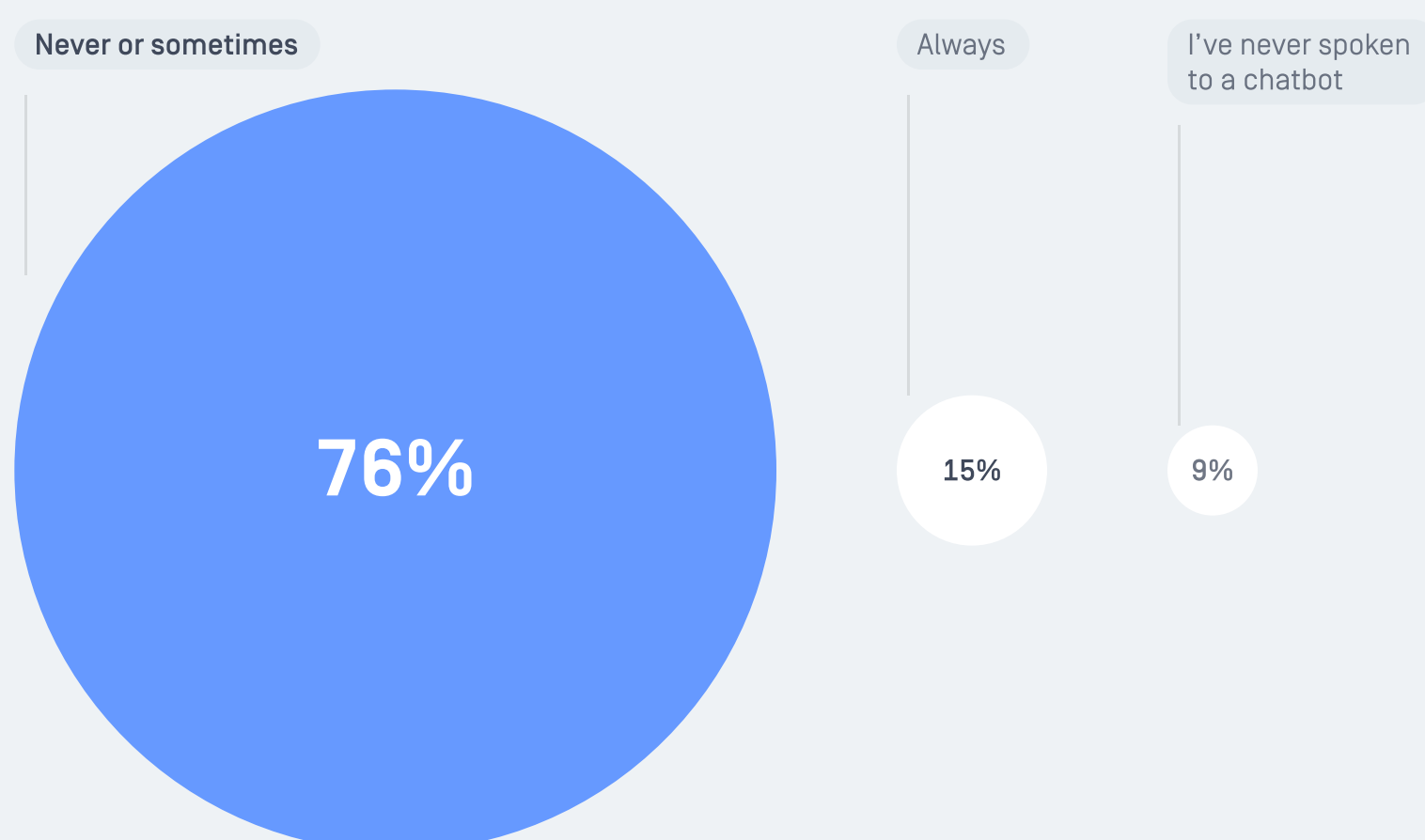
## What do consumers really think of AI in customer service?

We commissioned [OnePoll](#) to conduct an independent survey into consumer attitudes. Gathering responses from **6,000 consumers**, the survey explores everything from chatbots in customer service to the future of AI.

### Do chatbots really resolve customer issues?

Just **15%** of consumers say chatbots and AI resolve their issues every time, and a third of consumers say their issues are never resolved by AI.

When speaking to a chatbot, how often is your problem resolved?



How do consumers really feel about AI in customer service?

# 81%

think companies should disclose if they are using AI instead of real people.

# 78%

prefer to speak with a real person when they contact a company.

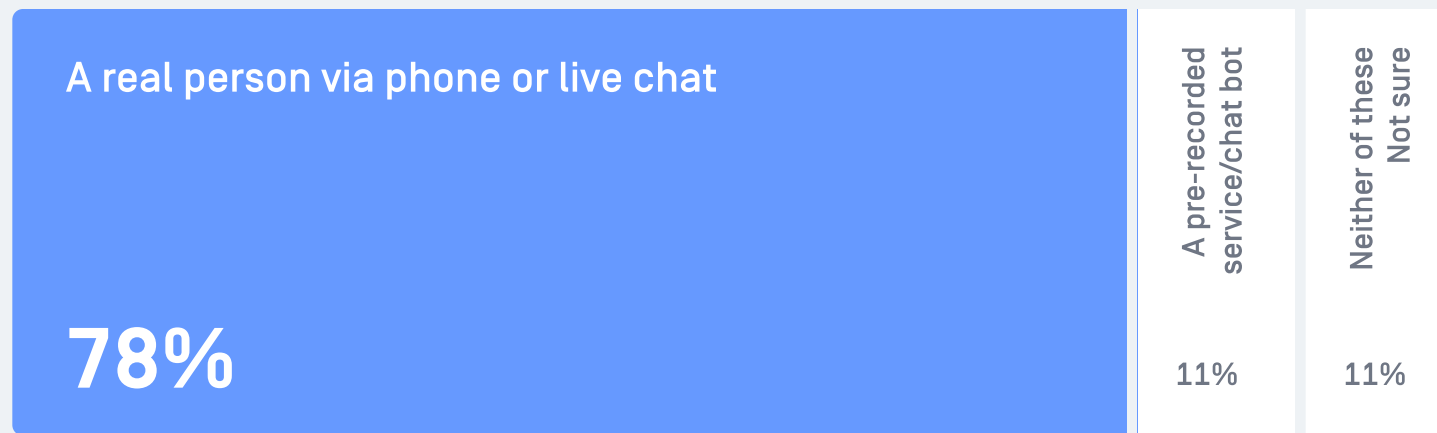
# 38%

have called a company thinking they were speaking to a person - only to realise it was an automated service.



## People prefer to speak to real people.

When contacting a company's service team, I prefer to speak to:



## AI and the future of work.

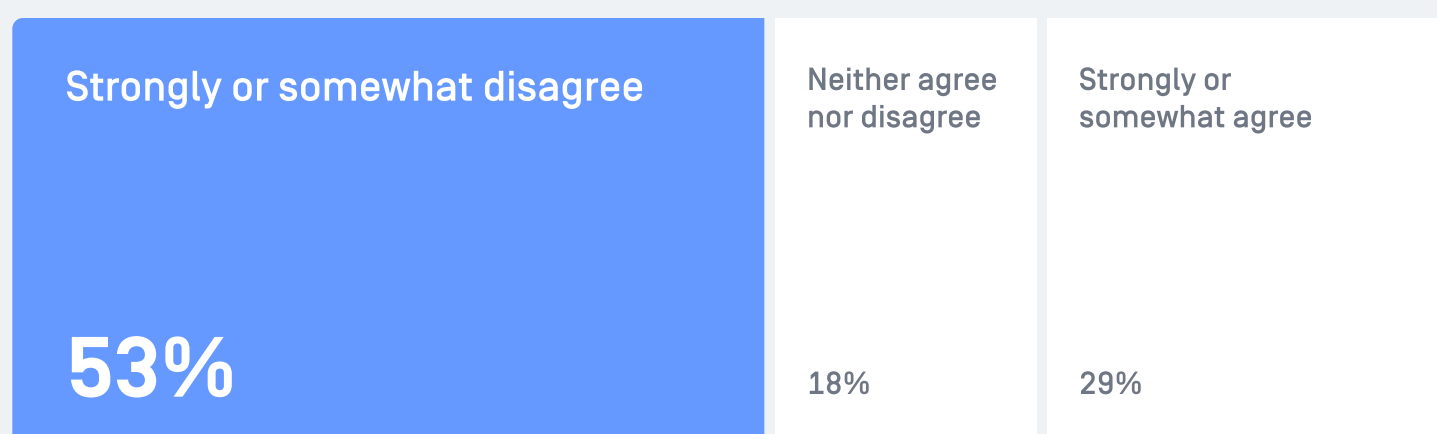
Which of the following statements apply to you?



## Do people really want AI to take jobs?

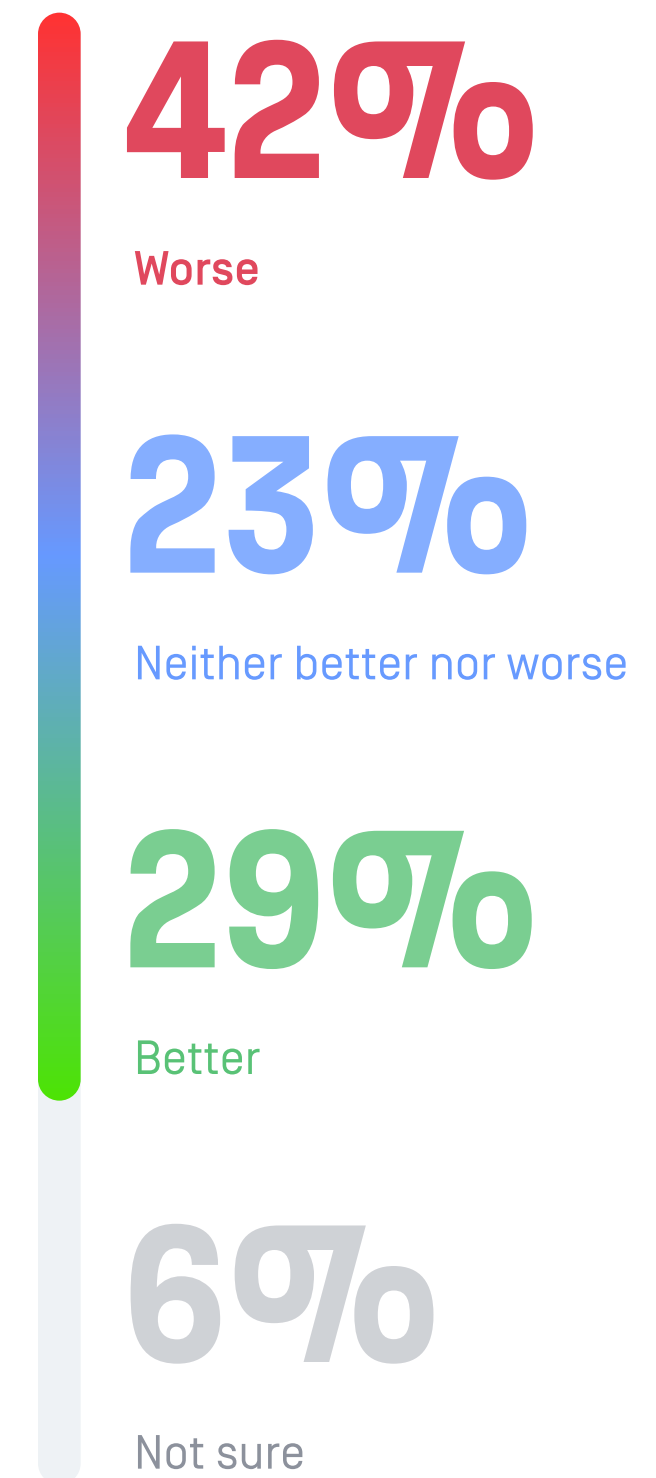
While some are happy to see AI take jobs from humans, most want to see work stay with real people.

"I'd prefer to see AI take more 'real people' jobs."



Help or hindrance?

Do you think AI is making the customer service experience better or worse?



We pledge to keep every customer interaction human.

because  
**AnywhereWorks**