

# 8 Conversational AI Trends Transforming Organizations 2023

Conversational AI is igniting the next evolution in how organizations engage and respond to customers, employees, and suppliers.

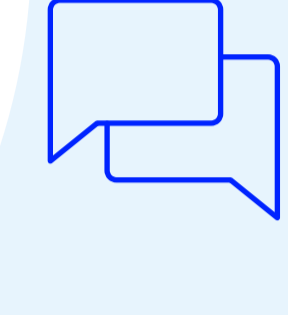
These new technologies deliver human like conversations using text and voice to create bespoke scalable experiences.



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**1** In 2023, the chatbot market is projected to grow over **\$994 million** <sup>[7]</sup>

**54%** of companies are already using conversational AI <sup>[7]</sup> **2**

 And over the next 10 years we will continue to see the **impacts of AI-powered customer service** for businesses...

**3** **80%** of jobs will be transformed by automation by 2030 <sup>[6]</sup>

Interest in chatbots has grown **4x** over 10 years <sup>[8]</sup> **4**

**5** AI innovation will drive contact center agent automation, reducing workload by **8%** by 2024 <sup>[6]</sup>

 The future of customer service depends on AI, with its **benefits already being seen...**

**90%** of businesses said AI improved speed of complaint resolution <sup>[1]</sup> **6**

 **Competitors, employees and your customers are ready, so what's stopping you?**

**7** **90%** of retail business leaders said employees are ready for AI adoption <sup>[4]</sup>

**77%** of customers say chatbots will transform their expectations of companies by 2024 <sup>[9]</sup> **8**



OpenDialog provides a unique approach to Conversational AI that helps you improve experiences, and reduce the cost of your operations. We use artificial intelligence to create sophisticated human like chatbot and virtual assistants that enables our customers to automate their complex business processes.

[Get In Touch To Find Out More!](#) 

[1] [https://assets-global.website-files.com/61a062333a59a064c021a4e/61af879feef82ad5d2ae7a9f\\_Trends\\_guide\\_2022.pdf](https://assets-global.website-files.com/61a062333a59a064c021a4e/61af879feef82ad5d2ae7a9f_Trends_guide_2022.pdf)  
 [4] <https://forethought.ai/conversational-ai/retail/>  
 [6] <https://www.gartner.com/en/documents/4010683>  
 [7] <https://www.idio.com/blog/chatbot-statistics/>  
 [8] <https://research.aimultiple.com/chatbot-stats/>  
 [9] [https://assets-global.website-files.com/61a062333a59a064c021a4e/61af879feef82ad5d2ae7a9f\\_Trends\\_guide\\_2022.pdf](https://assets-global.website-files.com/61a062333a59a064c021a4e/61af879feef82ad5d2ae7a9f_Trends_guide_2022.pdf)  
 [10] [https://www.europarl.europa.eu/RegData/etudes/BRIE/2019/637967/EPRS\\_BRI\(2019\)637967\\_EN.pdf](https://www.europarl.europa.eu/RegData/etudes/BRIE/2019/637967/EPRS_BRI(2019)637967_EN.pdf)