

2025 Technology Bullseye for Service and Support

Summarizing deployment and value data for 48 technologies used across service and support functions



Current value

The perceived current value of technologies to organizations.



Future value

The anticipated future value of technologies to organizations in two years' time.



Current deployment

The extent and nature of technologies' deployment throughout organizations.



n = 265; customer service and support leaders
Source: 2025 Gartner AI and Technology Trends in Service Survey
Note: Items are scored relative to one another across all sections.

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