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Technologies in Service Bullseye

Customer service and support leaders across different industries benchmarked their plans for 47 established and emerging technologies.

Current value
The perceived current value of technologies to organizations.

Low Medium High

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

Low Medium High

Current adoption
The extent and nature of technologies' deployment throughout organizations.

n = 180
Source: 2024 Gartner Technology Trends in Service Survey
Note: Items are scored relative to one another across all sections.

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