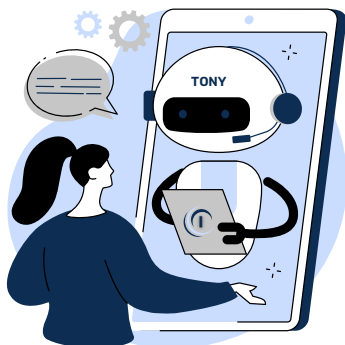


JONES SERVICES

YEAR IN REVIEW

IMPLEMENTED AI CHAT BOT



In response to the insights gathered from SWOT analysis and in alignment with our strategic plan, Jones Services launched an Artificial Intelligence (AI) driven Chatbot Support System as part of our yearly strategic plan. Chatbot technology has the potential to entirely alter customer experience to deliver great service in a manner that resonates with modern customers (Mydyti & Kadriu, 2021). This technology integration stands at the forefront of our commitment to innovation and excellence in customer support.



15%
INCREASE IN
CALL
CENTER
EFFICIENCY



20%
INCREASE IN
FIRST
CONTACT
RESOLUTION



25%
REDUCED
AVERAGE
QUERY TIME



93%
CUSTOMER
SATISFACTION
RATING

Research by Brynjolfsson and McAfee (2017) places emphasis on the strategic importance of technological integration for organizational success.

100%

CLIENT RETENTION

2

NEW CLIENTS

4.7

EMPLOYEE
SATISFACTION



According to the results of our annual employee engagement survey, our team members have expressed a notable increase in job satisfaction, attributing it to the reduced workload and the meaningful tasks they can now concentrate on. The survey, conducted by an independent research firm, revealed an impressive 4.7 rating for employee engagement this year.

References

Brynjolfsson, E., & McAfee, A. (2017). The Business of Artificial Intelligence. *Harvard Business Review*, 95(1), 106-115.

Mydyti, H., & Kadriu, A. (2021). The impact of chatbots in driving digital transformation. *International Journal of Energy Optimization and Engineering [IJEE]*, 13(4), NA.