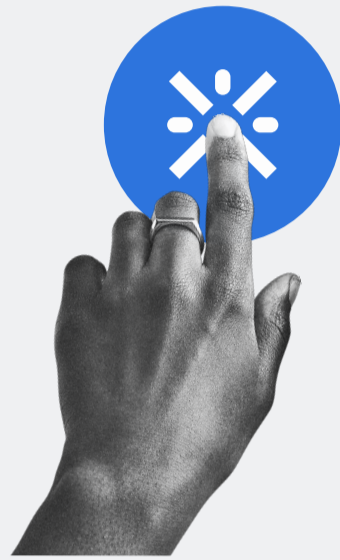


Infographic: The power of AI in service management

AI is here – and it's making work **smarter**

88%

of organizations use AI in service management with R&D teams leading in adoption maturity.



The business case for AI in service management

64%

Enhanced customer experience

61%

Increased workforce efficiency

57%

Gain data-driven insights

AI is a game-changer – constantly learning, optimizing workflows, and empowering teams to work smarter and faster.

Why AI?

It's all about efficiency & experience

For customers

Faster, more personalized support

For employees

AI handles repetitive tasks, freeing up time

For leaders

Smarter insights for proactive decision-making



What's stopping teams from scaling AI?

AI has huge potential, but it's not a magic switch. Some of the biggest challenges teams face are:



36%

Keeping data safe



32%

Building AI-ready teams



28%

Integrating AI with existing systems

AI is already making an impact

AI is reshaping multiple business functions. Here's how different departments are benefiting:



IT OPS

AI-powered incident detection and classification



Customer Service

Personalized customer interactions



HR

Automated knowledgebase management



R&D

Intelligent project scheduling and predictive risk analysis

What's next for AI in service management?

Companies are investing heavily in AI, prioritizing:



49%

Upskilling teams



48%

Enhancing customer experience



43%

Automating processes

Ready to supercharge your service teams with AI and Jira Service Management?

AI goes beyond automation. It's a catalyst for smarter teamwork. Organizations adopt AI, service management becomes more efficient, proactive and customer-focused than ever.

Reach out to your Atlassian Solution Provider to start your teams' AI-powered service management upgrade.

Explore the full State of AI in Service Management Report 2024



Discover Atlassian's AI Solutions

