State of Service Report, Third Edition.

Tech is bringing rapid changes to customer service.

New technology is accelerating a service transformation, and customer service is at the forefront of change. Salesforce Research surveyed over 3,500 customer service agents and decision makers worldwide to determine:

- Service organizations' biggest challenges and priorities
- The changing role of customer service agents
- The impact of artificial intelligence (AI) on the future of customer service
- How mobile workers fit into modern customer service

Download our "State of Service" research report to learn more about the trends driving service forward and what you can do to get ready.