

A.I. Opportunity Radar

External customer-facing and everyday A.I. beneficiaries

Front office – CX, sales/marketing, customer service

External customer-facing and game-changing A.I. beneficiaries

Product/Services – A.I. enhanced, value proposition

Everyday A.I. and internal operations beneficiaries

Back office – admin, HR, legal, finance, IT

Game-changing A.I. and internal operations beneficiaries

Core capabilities – R&D, supply chain, operations

Source: Gartner