# AI-ready workforce: Upskilling for the future

**Vijay Kotu**

Chief Analytics Officer

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Reality check

# AI-ready workforce: Upskilling for the future

# Stuck at pilot: AI enterprise maturity dips

**▼9pts** Enterprise AI maturity slipped year-over-year

**44%** report that governance remains a weak point

**19%** of executives can actually connect AI with real value

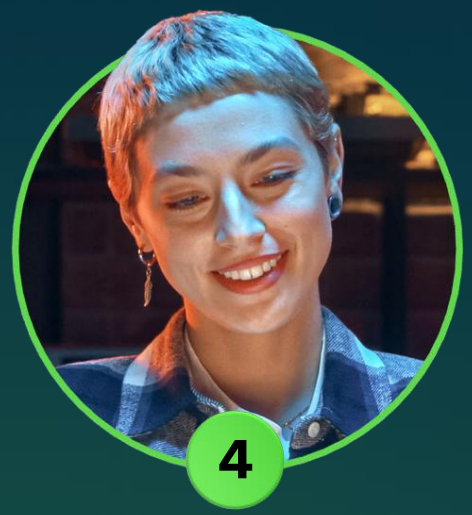
*Enterprise AI Maturity Index, 2025, ServiceNow

# Workforce:
# AI upskilling formula

Know AI

Use AI

Build AI




Manage AI

# 1

## Know AI

We want our workforce to know how they can improve their productivity using AI

# 2

## Use AI

We want our workforce to know which tasks they can use AI to augment—and how to use it well

Role:

# Customer success agent

- **Task 1:** Product training
- **Task 2:** Product certification
- **Task 3:** Case synthesis
- **Task 4:** Customer research
- **Task 5:** Case resolution
- **Task 6:** Customer response

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- **Task 47:** KB article creation
- **Task 48:** Team coaching
- **Task 49:** Product feedback

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**Role:**

# Customer success agent

Task 1: Product training

Task 2: Product certification

**Task 3:** Case synthesis — Machine

**Task 4:** Customer research — Machine

**Task 5:** Case resolution — Machine

**Task 6:** Customer response — Machine

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Task 47: KB article creation

Task 48: Team coaching

Task 49: Product feedback

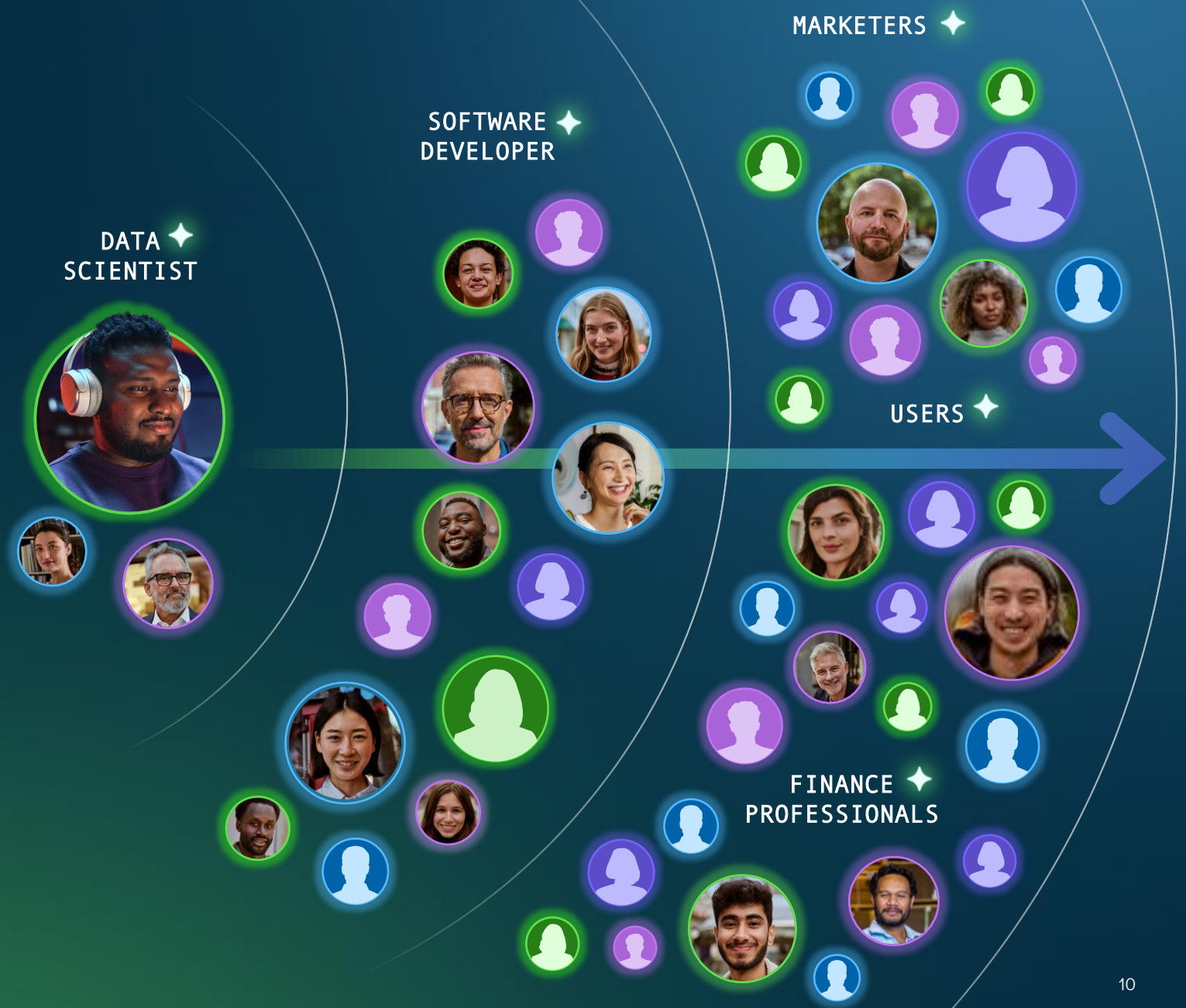
# AI task augmentation & automation example

| Role: Sales development rep | | Suitability of machines |
|---|---|---|
| Task 1 | Achieve daily sales targets | Suitable for Machine Augmentation |
| Task 2 | Contact potential clients to assess their investment needs. | Suitable for Machine Augmentation |
| Task 3 | Update customer relationship management systems with client data | Suitable for Machine Augmentation |
| Task 4 | Scheduling meetings between clients and consultants for presentations | |
| Task 5 | Using multiple communication channels to engage decision-makers | |
| Task 6 | Identifying key stakeholders in target organizations | Suitable for Machine Augmentation |
| Task 7 | Accurately managing and updating client information | Suitable for Machine Augmentation |
| Task 8 | Managing multiple tasks simultaneously with high efficiency | |
| Task 9 | Ensuring exceptional customer success and satisfaction | |
| Task 10 | Profiling accounts to define expansion strategies | |
| Task 11 | Ensuring accurate data management in CRM systems | Suitable for Machine Automation |
| Task 13 | Engaging new users within customer accounts to drive revenue | Suitable for Machine Automation |
| Task 14 | Collaborating with sales teams to pursue new business opportunities | Suitable for Machine Automation |
| Task 15 | Monitoring competitor products and industry trends | |
| Task 16 | Exploring new market engagement strategies | Suitable for Machine Automation |
| Task 17 | Collaborating with marketing to execute campaigns | Suitable for Machine Automation |
| Task 18 | Maintaining data integrity in CRM systems for assigned territories | Suitable for Machine Automation |
| Task 19 | Partnering with sales teams to generate meetings and sales pipeline | Suitable for Machine Augmentation |
| Task 20 | Using various communication methods to engage prospects and decision makers | Suitable for Machine Augmentation |
| Task 21 | Identifying new use cases for products to solve customer challenges | Suitable for Machine Augmentation |

# 3

# Build AI

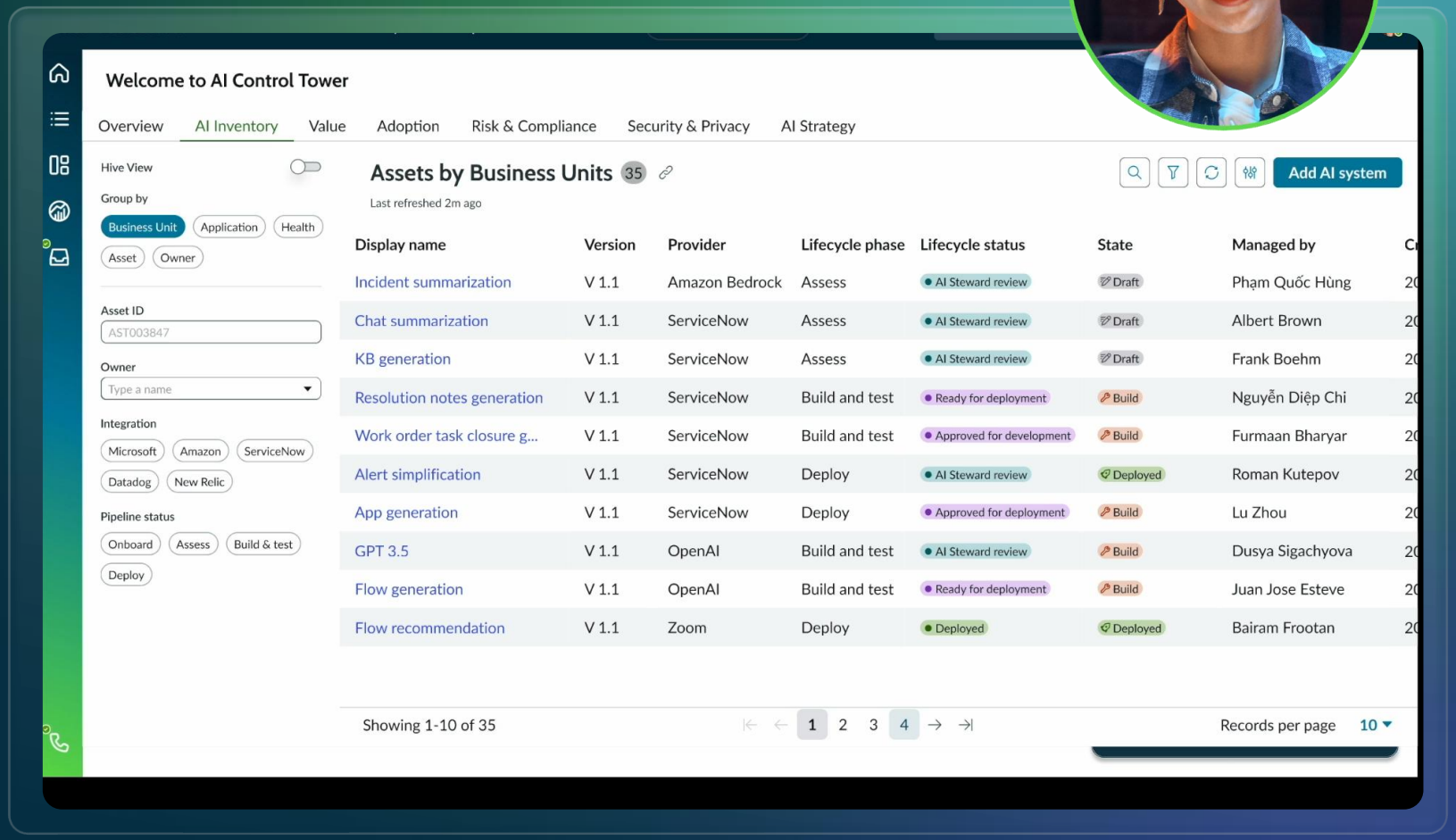
## Democratizing who can build AI

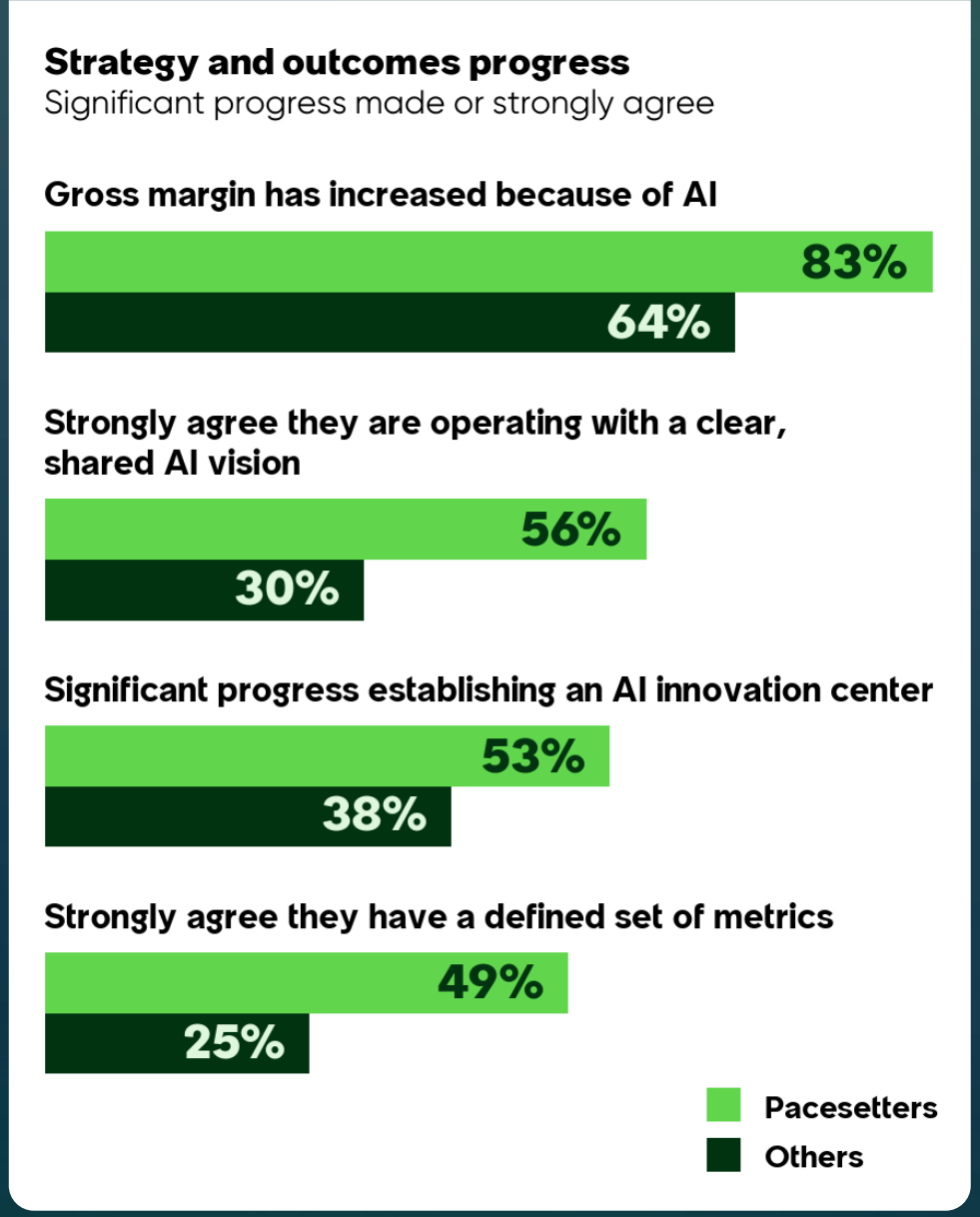


# 4

# Manage AI

- AI registry & inventory
- AI risk & governance
- Operations for AI
- AI value management





# AI Workforce Skills Future

*Enterprise AI Maturity Index, 2025, ServiceNow

# AI Agents are driving $325M+ of value across ServiceNow

**76%**
of IT support requests are self-served

**72%**
of customer support requests are self-served

**↑53%**
productivity with server patch management process

**↑25%**
productivity with order management headcount

**3M**
hours freed up

**↑20%**
developer productivity

# Thank you

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