

# Intercom's Annual CS Trends Report



## **Your tech stack should be working harder**

Find out how 1700+ global support leaders are investing to step up their tech stacks in 2023.

**Get 2023 Trends Report**

## **Stay ahead of the customer service curve in 2023**

Ready to drive business success in 2023? Discover 5 trends changing the game this year.

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## **Don't let your support team lose steam in 2023**

We surveyed 1700+ global leaders—discover how they're prioritizing customer experiences to stay ahead in 2023.

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# The Intercom Customer Service Trends Report 2023

We asked 1,700+ customer support teams across the world how they're meeting the challenges and opportunities of 2023.\*

Download now

In this report, see the top five customer service trends coming in 2023, along with powerful strategies for building customer loyalty and a more efficient support team.

You'll discover:

- ✓ Why personalized support has become a competitive differentiator—and how to deliver it
- ✓ How AI and automated support tools equip teams to meet rising customer expectations without breaking a sweat
- ✓ The tech stack investments that boost support team efficiency and upgrade customer experience

***\*Intercom commissioned an independent market research firm to survey a random sample of 1,775 global customer service leaders and decision makers. The study's margin of error is +/- 2.3% at the 95% level of significance.***