

Meet Your A.I. Co-worker

By Judith Aquino and Paul Burgin

Intelligent virtual assistants could soon find a home in the workplace.

The relationship between machines and people is growing more collaborative as machines powered by **artificial intelligence** and machine learning increasingly perform tasks traditionally handled by people. **Routine tasks are ripe for replacement by advanced technology.** But the disruption won't stop there. These numbers show that people are already relying on **virtual assistants** for many tasks and it's only a matter of time before intelligent virtual assistants become a **common sight** in the workplace.



38%

Of U.S. consumers have used virtual-assistant services on their smartphones within the past year.

Gartner

40%

Of mobile interactions will be delivered by virtual personal assistants by 2020.

Gartner

9 in **10** respondents from a survey of more than **1,000 consumers** said they had used an **automated self-service system** to answer a question or complete a task.



The global intelligent virtual assistant market is expected to expand at a CAGR of **31.8%** between **2015 and 2022...**

and will be worth **\$5.1 billion** by **2022**

Transparency Market Research

