Intelligent workplace trends in 2020

The intelligent workplace is designed to enhance employee comfort, collaboration, and productivity, while delivering a superior customer experience at every touchpoint.

Steps to take in 2020

1. **Steps to take in 2020**
   - **Design spaces that make employees happy**
     - Get employee input into every aspect of design, from the look and feel of the spaces to the names of meeting rooms.
     - Dimension Data 2019 Global Customer Experience Benchmarking Report

2. **Steps to take in 2020**
   - **Accelerate your move to a single collaboration platform**
     - With unified communications and productivity systems on the same platform, it’s easier to deliver the experience employees expect.

3. **Steps to take in 2020**
   - **Implement artificial intelligence and machine learning**
     - Define where you can automate processes, improve the customer experience, and make life easier for employees.

4. **Steps to take in 2020**
   - **Focus on enabling teams**
     - The tools and applications you use must fit your processes, culture, and way of working – and accommodate a wide range of work styles.

5. **Steps to take in 2020**
   - **Make the single source of data a strategic priority**
     - Bring together customer relationship management, enterprise resource management, sales, invoicing and data from systems across the organization to create a single, connected, customer journey.
     - Dimension Data 2019 Global Customer Experience Benchmarking Report

The impact of split-second customer loyalty
Every touchpoint on the customer journey must have maximum impact.

The dual role of smart buildings
Workspace design considers employee wellbeing and environmental sustainability.

The growing spotlight on agile ways of working
Team productivity replaces individual contribution.

The rise of the modern collaboration estate
Infrastructure generates data that can help improve performance.

Automation will replace between **11%** and **25%** of CX-led activity currently performed by agents by 2020, say **32.7%** of organizations.

56.3% of organizations have a single person accountable for CX; **30.4%** of whom are at board level.

One of the **top three benefits** of digital strategy is shaping new ways of working. The effectiveness of the data-driven organization
Data is the foundation for determining what machines and humans should do.