

The Agent and AI Disconnect: A Blueprint for Futuristic CX

AI has promised a new era of efficiency for customer service agents – but reality on the floor tells a different story.

AI IS EVERYWHERE



75%

of agents leverage AI for more than three-quarters of their total customer interactions.



19%

of agents report AI involvement in over 90% of their interactions



16%

of agents have reached "total integration", using AI for 100% of their customer interactions.

The Agent & AI Dependency Myth

93%

of agents are confident they could perform their jobs without major issues if AI tools were temporarily unavailable.

- Every agent UJET surveyed (100%) uses AI, yet many agents view these tools as nice-to-haves rather than essential to their work.
- 78% of agents believe the AI tools currently in place are not transformative.
- 0% of agents consider AI critical to their daily success.

Three Ways AI Frustrates Agents and Customers



CUSTOMERS HAVE TO REPEAT INFO GIVEN TO AI SELF-SERVICE:

65% of customers complain about repeating info after AI interactions.



AGENTS SPEND EXTRA TIME VERIFYING AI ACCURACY:

93% of agents double-check AI responses.

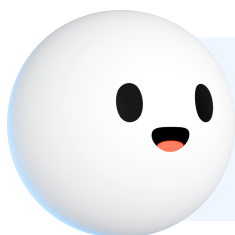


AGENTS HAVE A COMPLEX TOOLSET:

81% of agents juggle 4+ tools at once, and 19% are using more than 7 tools.



Disconnected AI creates more friction, raising customer frustration and increasing agent stress and burnout. Without strong data and system integration, AI adds complexity instead of improving CX.



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How AI is Dividing the Agent Workforce

AI is elevating the agent role, but simultaneously creating a job security crisis.

71% of agents are likely or somewhat likely to look for a new job because they are concerned AI will take their job.

A Deeper Look:

54%

are cautiously optimistic, believing AI will change roles, not replace them.

13%

are mostly excited, with agents seeing AI creating opportunities and making work easier.

29%

hold mixed views, balancing optimism and concern.

The future of CX will not be a choice between humans or machines; it will be defined by how effectively an organization integrates the two.



Agents and AI: Building World-Class Experiences Together

To turn AI from a liability into a competitive advantage, contact center and technology leaders should focus on these seven strategic pillars:

AI as a Competitive Advantage in CX

Eliminate the bolt-on mentality

Prioritize easy wins

Audit AI for utility over novelty

Deploy AI tools with real-time context

Rethink contact center success metrics

Define the human-machine boundaries

Redesign AI for connection, not deflection

Shift from reactive service to proactive revenue generation

Organizations that fully integrate AI with agents will move beyond efficiency, transforming support teams into proactive, revenue-driving customer-experience leaders.

Learn how to turn AI into a true agent co-pilot with UJET.

[Download the Full 2026 Agent and AI Disconnect Report](#)