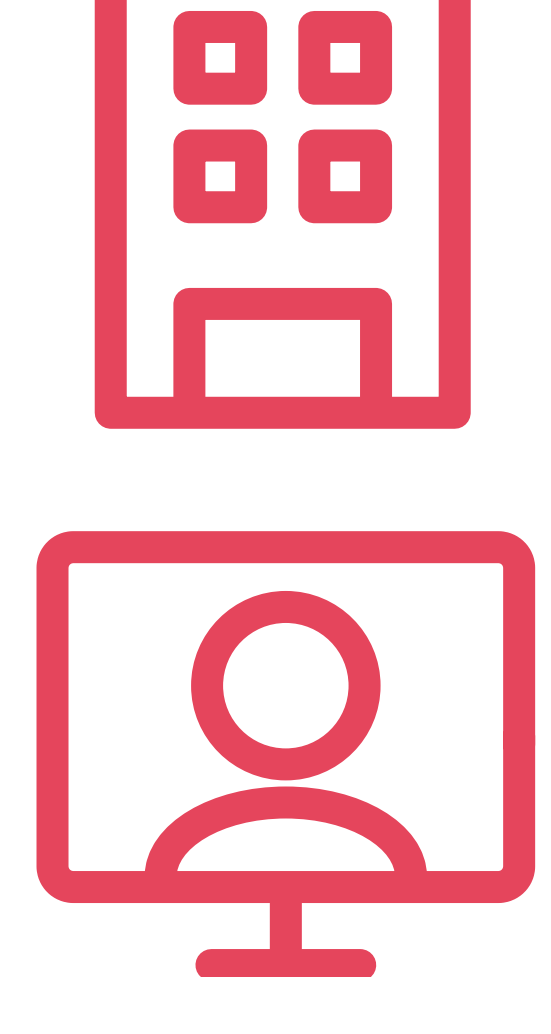




Future of Work: 2030 Vision Trends and Insights

In a recent global survey, approximately 500 IT and CX leaders shared their views on today's challenges and competitive stance, as well as the future of work and its impact on employee and customer experience. Here are eight top takeaways.

60% of IT and CX leaders believe the workforce will be predominantly hybrid by 2030. Just 7% believe that work will return to primarily in-office.



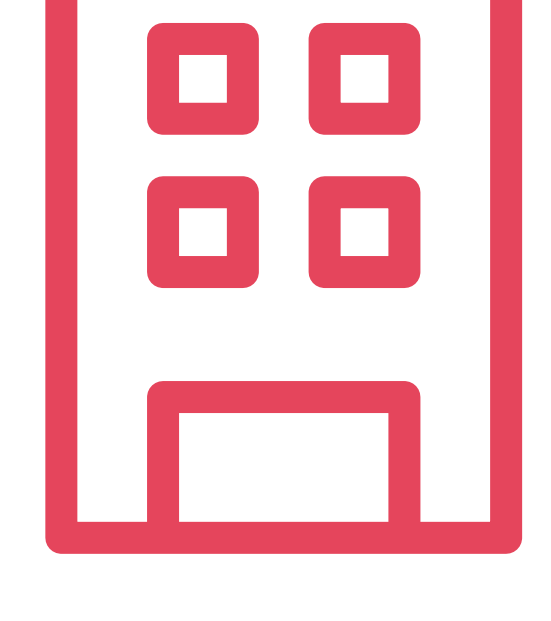
More than half (54%) of surveyed business leaders say work-from-anywhere options should be available to every employee whose role allows it, and with the same rate of pay as an in-office peer.



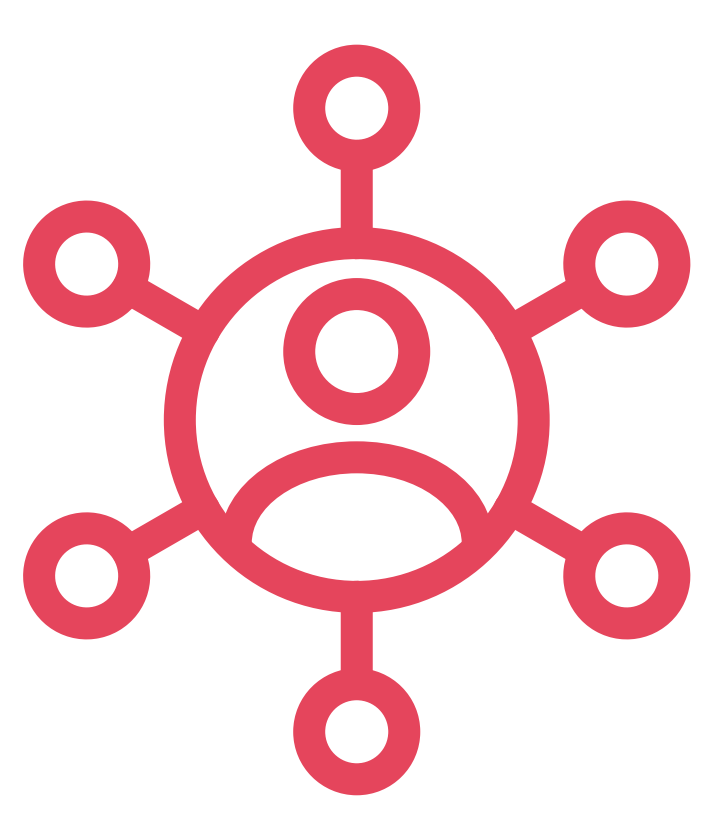
75% of IT and CX leaders anticipate their organization will work four days or fewer by 2030, and that work will transition from a traditional 9-to-5 schedule to an asynchronous or task-oriented approach.



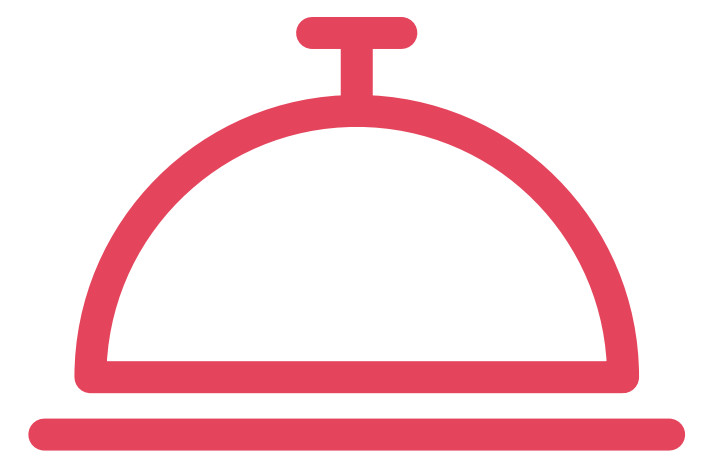
More than a quarter (27%) surveyed, and 42% of CX leaders specifically, say their organization is still operating with on-premises communications and collaboration solutions.



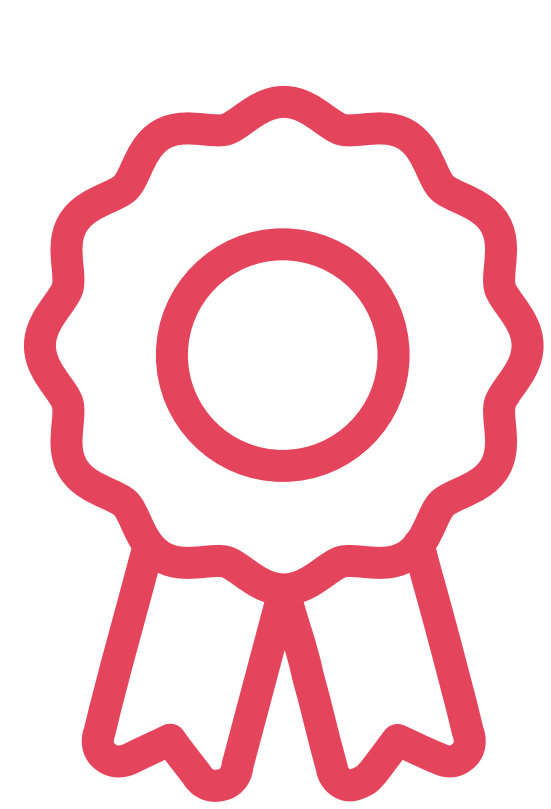
57% of business professionals are now prioritizing cloud communications over other technologies to facilitate workplace change. 68% say cloud communications will have the greatest impact on the future of work.



64% believe cloud communications is the technology that will have the greatest impact on customer service and engagement moving forward. 42% believe that customer service will be the department most changed/impacted by the future of work.



Just 29% of professionals consider their organization a leader when it comes to adopting emerging technology solutions related to the future of work. 71% consider themselves either fast followers or laggards.



Almost half of IT and CX leaders (49%) do not currently have a future of work or 2030 strategy. When it comes to CX leaders specifically, 67% do not have a future of work or 2030 strategy, and 12% said they don't ever plan on developing one, compared to just 1% of their IT counterparts.



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