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.

For more on Future Disrupted: 2020 technology trends, click here

---

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

Employees expect the organizations they work for to give them the **freedom, flexibility**, and **tools** to do what they **love**, and **do it well.**

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.

---

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

One of the **top three benefits** of **digital strategy** is shaping **new ways of working.**

NTT 2019 Digital Means Business Benchmarking Report

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.

---

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

Workspace environment is one of the **top two strategies** for meeting **evolving workforce demands.**

Dimension Data 2019 Global Customer Experience Benchmarking Report

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.

---

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

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

Dimension Data 2019 Global Customer Experience Benchmarking Report

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.

---

5 The effectiveness of the data-driven organization
Data is the foundation for determining what machines and humans should do

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

Dimension Data 2019 Global Customer Experience Benchmarking Report

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.