

Johann's Perspective / Editor's Note

Service Transformation in Action: Trends Shaping 2026

Technology is accelerating. Service remains the differentiator. **AI Enabled Service** brings together the insights that matter most for leaders building more intelligent, connected and customer-focused organisations.

---

1. Yorkshire Building Society: AI That Supports Rather Than Replaces



The most valuable AI initiatives are often the simplest. By removing friction and reducing administrative effort, organisations free people to focus on where human judgement creates the greatest value.

Read more

2. The Future of AI Lies in Service Orchestration

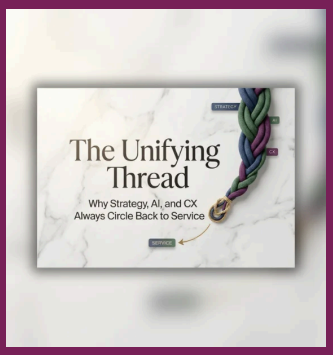


Becoming AI-first is about far more than adopting new technology. This Deloitte perspective explores how organisations can redesign their operating models, leadership and ways of working to embed AI at the heart of the business—and create lasting competitive advantage.

Read more

• **Featured insight ⭐**

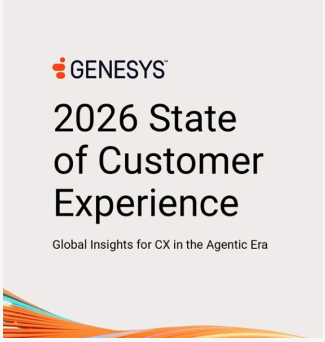
3. The Unifying Thread: Why Strategy, AI, and CX Always Circle Back to Service



What if strategy, AI, and customer experience all point to the same place?. This article explores why **service is the often-overlooked thread connecting them all**—and how a service-first approach can turn fragmented initiatives into meaningful, human-centred outcomes.

Read more

3. More Than Half of Consumers Would Rather Do Anything Else Than Contact Customer Service, Genesys Research Finds



Genesys found that 76% of consumers do not care whether a human or AI resolves the issue, provided it is solved quickly and completely. Yet 84% will give a virtual agent no more than three attempts.

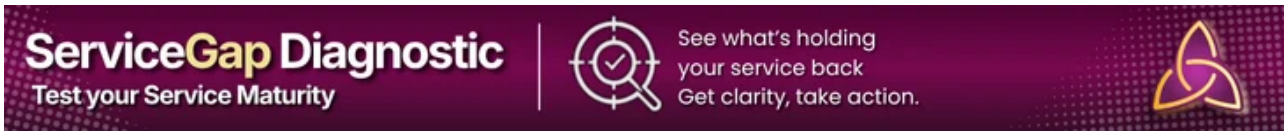
Read more

4. Why Pay-Per-Resolution Changes the Conversation



As AI becomes embedded into service operations, organisations are shifting from paying for technology to paying for outcomes. But success depends on one thing: clearly defining what good service looks like.

Read more



Thank you!

Thanks for taking the time to read this edition of **AI-Enabled Service.**
I hope you found it useful, thought-provoking and inspiring.

If you're curious to explore more, I invite you to visit the ***Service Revolution Academy***, where I share tools, insights, and resources to help leaders like you create lasting impact through service.

You can also connect with me on **LinkedIn** — I'm always sharing ideas, reflections, and updates on what's working in the world of service-led business growth.

Johann Diaz MBA
Founder & CEO Service Revolution Academy



Service Revolution Academy

www.service-revolution.com

Service Revolution Academy is a trading name for Creation Partnerships Ltd.

Creation Partnerships Ltd is a company registered in England and Wales.

Registered number: 03578460.

This message is private and confidential. It is intended solely for use by the recipient and others authorized to receive it. If you are not the intended recipient, you are notified that any use, dissemination, distribution or copying of this message or data is prohibited. If you have received this message in error, please notify us and remove it and all attachments from your system.

Unsubscribe | Update preferences