

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.

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1. Air India Accelerates Customer Service Transformation with Salesforce Agentforce



Air India is using AI to do more than answer customer questions. By connecting customer requests with policies, validation, workflows and back-end systems, **AI is helping complete complex service processes faster and with greater consistency.**

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2. Stacking the odds: A blueprint for successfully scaling agentic AI

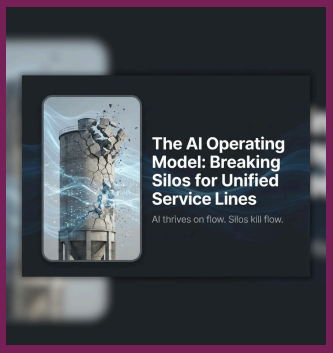


Agentic AI can transform how organisations work, but technology alone does not guarantee results. This McKinsey insight explores why data, processes, governance and organisational readiness are becoming critical to turning AI investment into real business value.

Read more

• Featured insight ⭐

3. The AI Operating Model: Breaking Silos for Unified Service Lines.



AI has the power to transform service—but what happens when organisations use it inside the same silos they've always had?. This article explores how an **AI Operating Model can connect data, workflows, people, and technology**, turning fragmented AI initiatives into unified service lines and more seamless customer experiences.

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4. Eight Group — AI enters the field engineer's workflow



Eight Group is using AI within the actual engineer workflow, combining field evidence, asset information, technical knowledge and guided action. Processes that previously took hours or days can reportedly be completed in minutes.

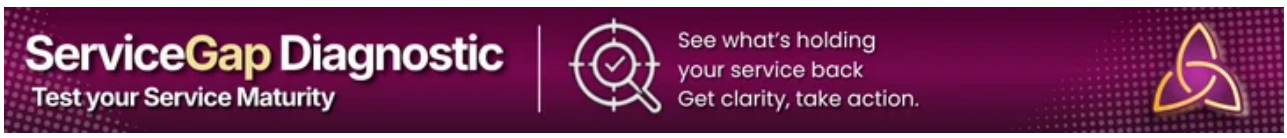
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5. Cisco, Workday & ServiceNow — Who manages the AI workforce?



SolarWinds' 2026 ITSM research reveals an interesting contradiction: **84%** of respondents say AI has met or exceeded ROI expectations, yet **52% say their overall workload has increased** since adopting AI, while only **7%** say AI adoption cost what they expected.

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.

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Service Revolution Academy

www.service-revolution.com

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