The Salesforce Economy: Fueled by AI-powered Cloud Solutions

Establishing The New Foundation: The State of AI

Artificial intelligence is transforming everything. Artificial Intelligence is transforming everything.


- Improved customer-facing employee productivity (output per employee)
- Improved customer experience
- Improved job satisfaction
- Created new knowledge-based jobs
- Reduce repetitive routine tasks
- Lowered costs to acquire, retain or service customers
- Increased revenue
- Improved customer-facing employee

Salesforce AI-Powered Cloud Solutions

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AI-Powered cloud solutions focused on customer-facing activities:

- AI-Powered job growth will outpace nominal job growth.
- IDC estimates that Salesforce AI-powered cloud solutions could potentially create nearly 18 million jobs globally by 2028, with a

AI-Powered Cloud Solutions

Worldwide business revenues generated through cloud will grow from $222.4 billion in 2027 to

New skills and roles will be

Several sets of skills are shown to be highly valuable for organizations looking to adopt AI-powered cloud solutions. Among these skills, the top three are

- Emotional intelligence (50% of respondents)
- Business analysts (43%)
- AI solution architects (41%)

AI will accelerate this transformation as it gains

Though many companies are still in the first phase

The State of AI

The Salesforce Economy:

Revenue Impact 2022–2028

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IDC Salesforce Economic Impact Model,

Increased revenue for using AI-powered cloud solutions. AI and

AI can improve efficiency of processes and

It will be paramount for organizations to have

As businesses adopt AI-powered cloud solutions, they will

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