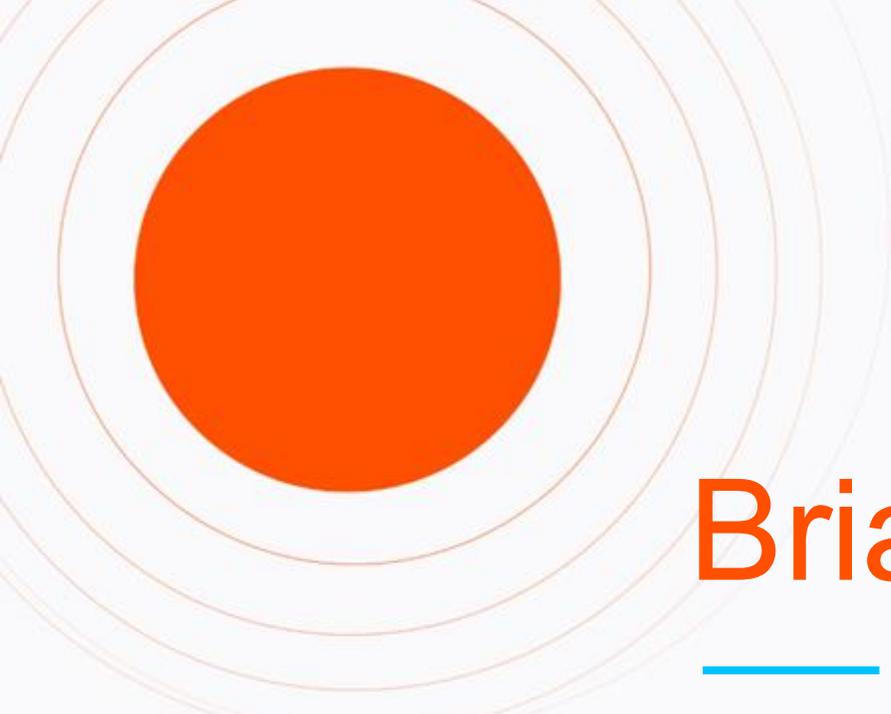


WNY AI Meetup

September 9, 2025

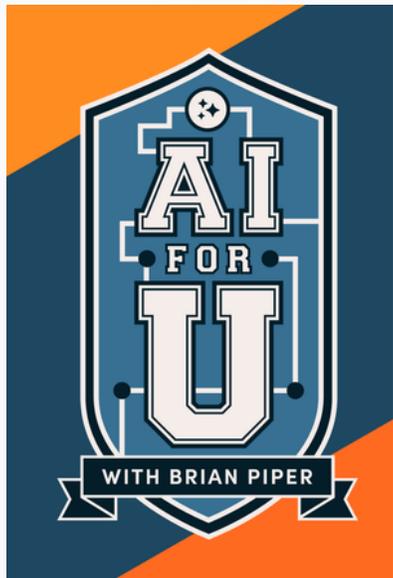


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**Real-world use
cases, businesses,
and
implementations**

“AI is doing 30 to 50 percent of the work at Salesforce now. And I think that that will continue. I think that all of us have to get our head around this idea that AI can do things that before we were doing, and we can move on to do higher-value work.”

— Marc Benioff
CEO, Salesforce

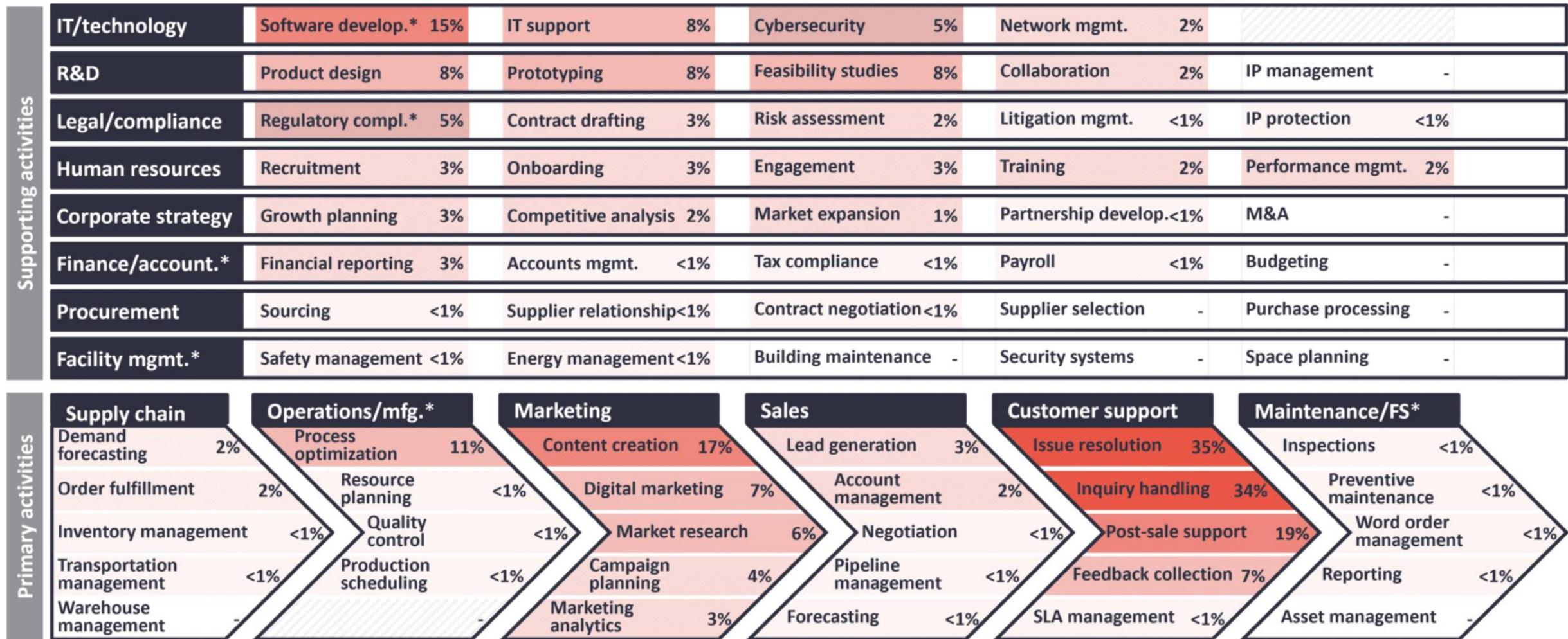




Enterprise generative AI application landscape

Mapping 530 real world projects across 68 common business activities

XX% = Share of GenAI projects that support the respective activity



* Account. = Accounting, Mgmt. = Management, develop. = Development, Comp. = Compliance, Mfg. = Manufacturing, FS = Field service. Source: IoT Analytics Research - Generative AI Market Report 2025-2030, List of Generative AI Projects 2025. We welcome republishing of images but ask for source citation with a link to the original post and company website.

Low High

Klarna

- Trained AI to do the work of 700 customer service staff
 - Bots cover 2/3 of customer service chats
 - Field 25% fewer repeat inquiries
 - Resolves customer chats in an average of two minutes vs. 11 minutes with human agents
- Integrated AI into marketing to help with images, copy, and strategy
 - Saved \$10M in year one
- Hired humans for higher level support issues



AI Assistant for suite of IDEs in June 2023

generating code snippets, suggesting refactorings, and providing explanations for code segments.

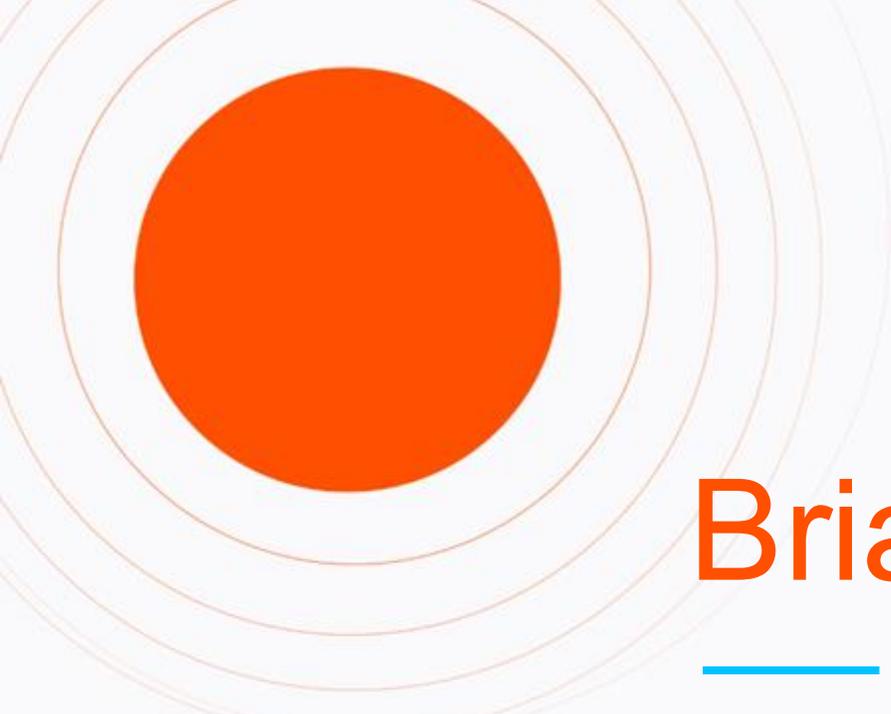
- 77% of developers reporting increased productivity
- 55% noting more time to focus on engaging tasks.



Forsyth Tech

COMMUNITY COLLEGE

- 30% drop in incoming calls.
- 79% of student inquiries were resolved with AI Agents.
- Staff saved over 183,060 minutes in responding to redundant inquiries.
- Enrollment rose by 6% in fall 2022, 12% in spring 2023, and 10% in spring 2024.



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