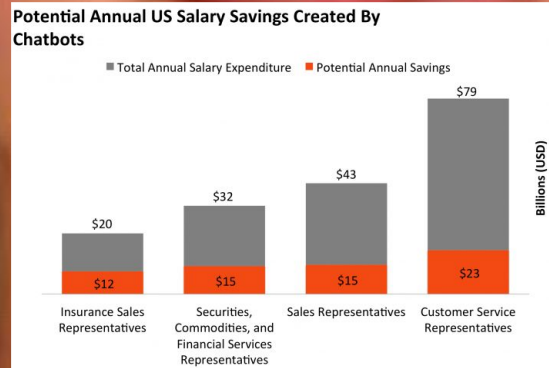
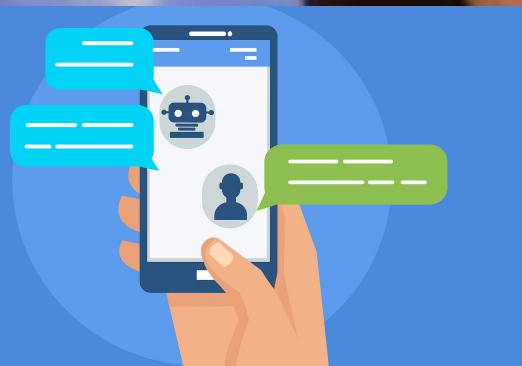
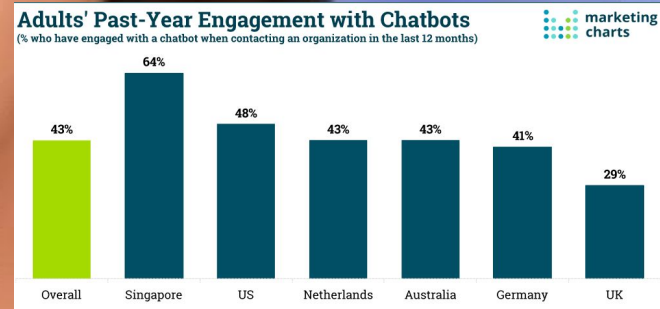


The Eve of Evie

(And chatbots like “her”)



Note: Estimates are calculated against the potential of bots replacing these positions: Insurance sales rep = 60%; Securities, commodities, and financial services rep = 46%; Sales rep = 38%; Customer service rep = 29%. Source: McKinsey estimates, US Office of Personnel Management



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Based on a survey of 8,019 adults in the US (2,002), UK (2,004), Australia (1,010), the Netherlands (1,002), Germany (1,001) and Singapore (1,000).