

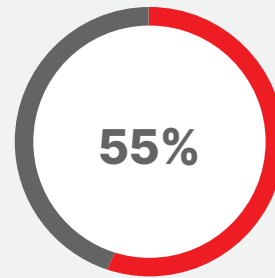
# Salesforce Survey: Unapproved Use of AI >50%

Salesforce surveyed more than 14,000 workers across 14 countries\* and found that, despite the promise generative AI (Gen AI) offers workers and employers, a lack of clearly defined use policies may be putting businesses at risk.

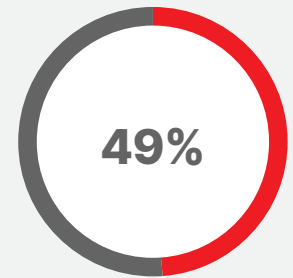
While this is a global issue, this infographic focuses on results for US companies.

**Expedient calls this misuse, "Shadow AI."**

\*[www.salesforce.com/news/stories/ai-at-work-research](http://www.salesforce.com/news/stories/ai-at-work-research)



Have used **unapproved** Gen AI tools at work



... of workplace Gen AI users have used **banned** tools at work

## Notable Lack of Training



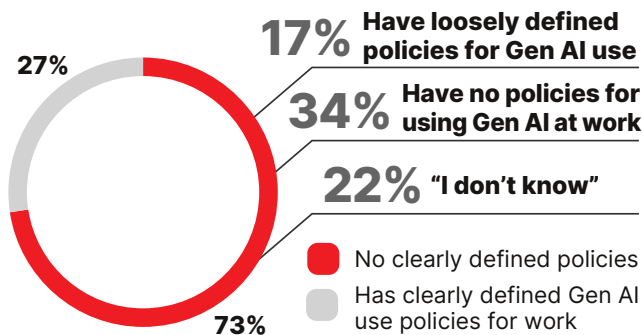
Nearly 7 in 10 workers have never completed or received training on how to use generative AI safely and ethically at work.

## Gen AI Increases Engagement

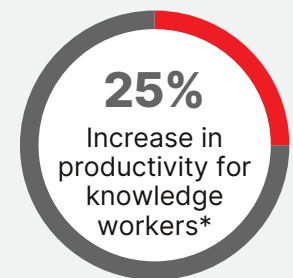
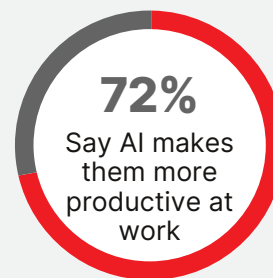


68% ... say Gen AI makes them more engaged at work.

## AI Use Policies at Work



## Notable Productivity Increases



\*"Navigating the Jagged Technological Frontier," 2023, Harvard Business School

Expedient's AI Success Kit offers a free AI Use Policy, along with a plan to implement AI, control the use of Shadow AI and identify use cases for your company.

[Free AI Success Kit →](#)

