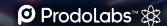
**Artificial Intelligence** (LLM Utilization)

**Data Science Team** 

September 2024





# September 2024 Results



### **Al Descriptive Statistics**

Methodology + Definitions			
Start Date	Feb 19, 2024		
End Date	August 30, 2024		
# of Organizations	10		
# of Roles	40		
# of Employees	535		
AI/LLM	OpenAI, Gemini, CoPilot		

### Top 3 Roles using AI

(33.2% of Sample)

- Paralegal
- IT
- Manager

### **Summary of Results**

- On days employees use LLMs, they score close to 3 points higher (4.3%) than on days that they don't
- Employees who use LLMs:
  - are 15-21% more productive than those who don't
  - work almost 90 minutes more per day than those who don't
  - spend more time in CRM + internal collaboration tools than those who don't





### **Al Interesting Statistics**

#### **Population Statistics**

- 24% of employees have used an LLM at least once
- Half of users used it more than 5x while at work for an average of 5 min 53 sec compared to 2 min and 11 sec in the lower half
- 3 Distinct Population Groups:
  - Toe-dippers: 1 LLM use (average for one time usage: 1 min 2 sec)
  - Foot-waders: 2-4 times using an LLM (average use: 2 min 36 sec)
  - Swimmers: 5 or more times using an LLM (average use: 5 min 53 sec)

#### **AI & Productivity**

- One time users of AI showed no significant relationship with their Prodoscore
- In AI users of 2-4 days or 5 or more days over the period, there is a positive relationship between use and their Prodoscore
  - Within users that have used an LLM for more than one day: their Prodoscore increased by 2.2 points (3.4% increase)
  - AI use is associated with higher productivity where employees who use these tools likely use them to be productive, but we can't infer direct causation





## **AI User Activity**

#### Modules with increased activity when using LLMs:

- CRM
- Work-Specific Web Browser Activity
- Messaging & Chat

Al User Activity vs Non Users		
Average Prodoscore	Avg Score: 54.2 ( +8.1 to +11.2 pts higher) [14.9% - 20.7%↑]	
First Recorded Activity	Start 35 minutes earlier	
Last Recorded Activity	+50 minutes later	
Est. Available Working Hours	+85 minutes more	
Calendar	Model Avg 16% (Not significant)	
Voice And Video	Model Avg: 17.3% (Not significant)	
CRM	Model Avg: 223.5%	
Web Browser Activity	Model Avg: 103.9%	
Docs	Model Avg: 14.1% (Not significant)	
Messaging & Chat	Model Avg: 56%	



# May 2024 Results



## **Al Descriptive Statistics**

- 4.2% of employees that Prodoscore collects chrome data on use OpenAI
- Of those who use OpenAI, none fall into the low productivity group
- 3.2% of average productivity group members use OpenAI
- 11.9% of high productivity group members use OpenAI
- The higher the productivity group the more likely OpenAI is being used
- OpenAI is used across 22 different roles, implying that OpenAI can be productivity boosting for many different tasks
- Employees using OpenAI have a +8.6 higher prodoscore average than those not using OpenAI

Methodology				
Start Date	February 24, 2024			
End Date	May 12, 2024			
# of Companies	7			
# of Roles	22 out of 53			
Employees	56 out 1320			
Average Prodoscore	69.2 (OpenAl users)			
chat.openai.com	665			
platform.openai.com	35			





# **Descriptive Statistics**

OpenAl				
Productivity Group	OpenAI Users	%	Totals	
Roles	22	43.4%	53	
Employees	56	4.5%	1320	

OpenAl				
	Average Prodoscore	# of employees		
Don't Use	60.6	1264		
Use OpenAl	69.2	56		





### 22 Roles Using Gen Al

- Account Executive
- Account Manager
- Administrator
- Attorney
- Attorney Oversight
- Business Development
- Channel Sales
- Customer Service
- Human Resources
- IT
- Law Clerk
- Manager
- Marketing
- Paralegal
- Paralegal Drafting
- Paralegal Oversight

- Recruiter
- Sales
- Senior Account Executive
- Support
- Tech Oversight
- Tech Support

