

Artificial Intelligence (LLM Utilization)

Data Science Team

September 2024

September 2024 Results



AI 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





AI 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

AI 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



AI 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 (OpenAI users)
chat.openai.com	665
platform.openai.com	35





Descriptive Statistics

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

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





22 Roles Using Gen AI

- 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

