

INBOUND

AI or Human:

The Ultimate Customer Retention Showdown



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[Arrows.to](https://arrows.to)



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The debate

Four hot takes

Each round starts with a ***bold*** statement about the future of AI in customer success.

60 seconds per panelist

Each panelist gets one minute to weigh in: agree, disagree, or offer a fresh angle.

Crossfire

Panelists challenge each other's takes. Quick exchanges and friendly rivalry to keep it lively.

You pick a winner

After each round, the audience votes for the most compelling answer.

Vote for the winner!

Arrows.to/ai-debate

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Let's debate!

The slide features two large, semi-circular decorative elements. One is in the bottom-left corner, transitioning from red to light blue. The other is in the top-right corner, transitioning from dark red to teal. Both have a soft gradient effect.

Topic #1

AI will make CSMs
obsolete within 5 years.

Topic #2

Onboarding calls are a sign of product failure.

The slide features two large, semi-circular decorative elements with a gradient from red to teal. One is in the bottom-left corner and the other is in the top-right corner.

Topic #3

Human empathy
kills retention.

Topic #4

Health scores are dead weight in a world with AI.

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**Submit
your choices!**

arrows.to/ai-debate

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And the winner is...

Thanks!



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Please head to the INBOUND mobile
app to provide your feedback.
Thank you!