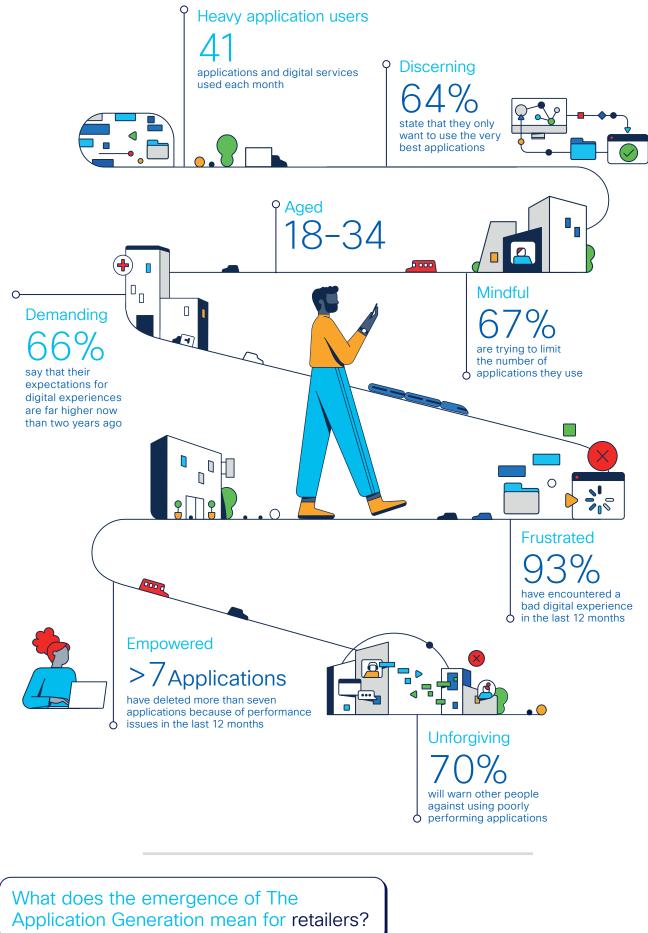
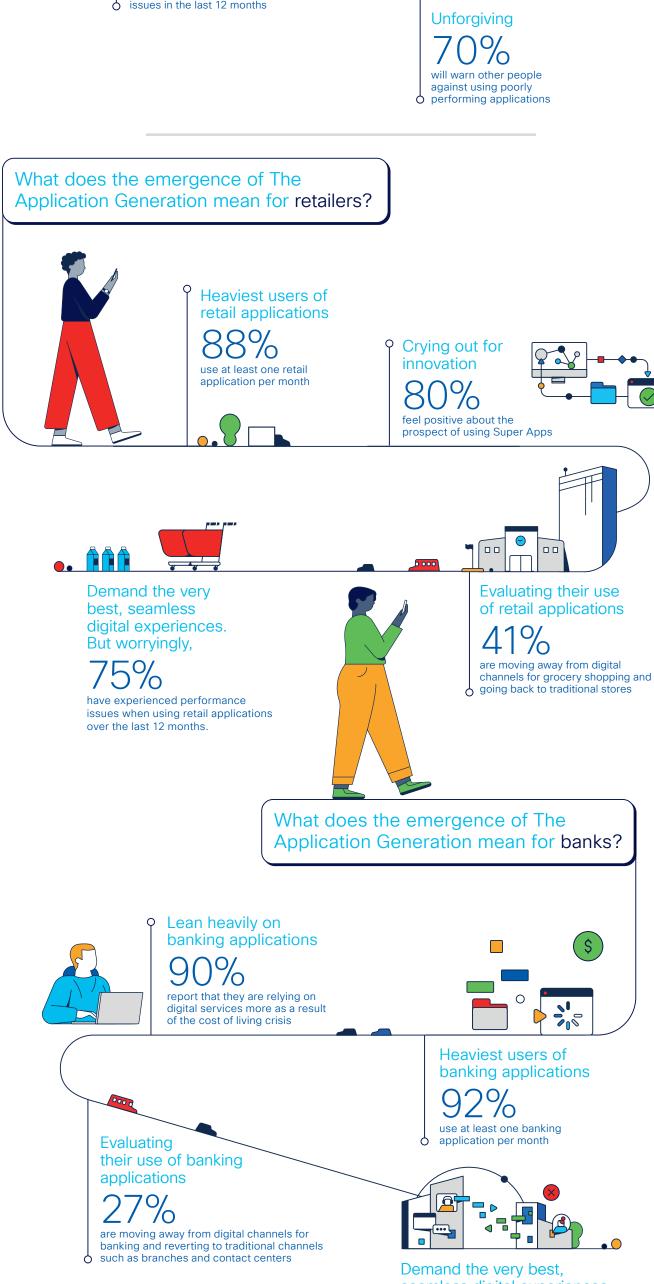
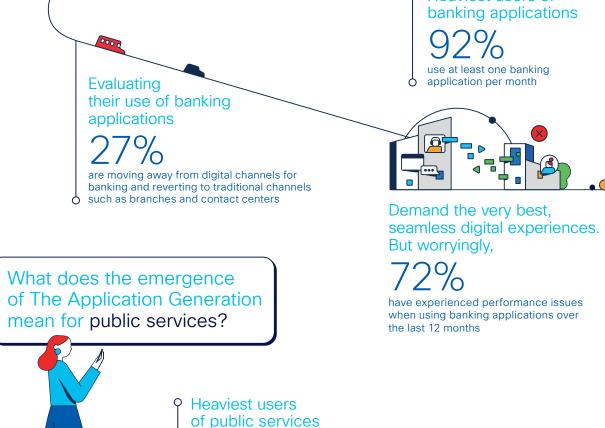
The App Attention Index 2023:

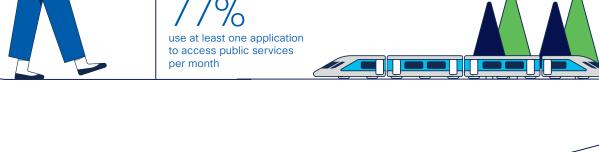
Beware The Application Generation

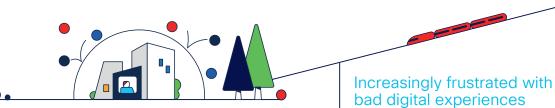
Key characteristics of The Application Generation











applications

seamless digital experiences. But worryingly,

Demand the very best,

have experienced performance issues when using applications to access public

get stressed and angry, and **35%** immediately revert to other channels such as branches and contact centers to access public services

services over the last 12 months

CISCO