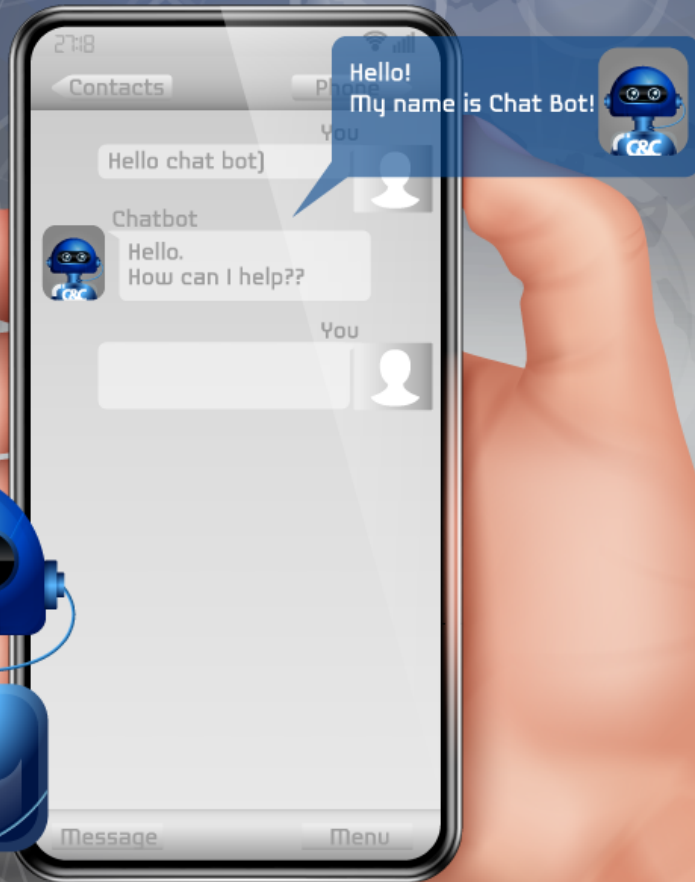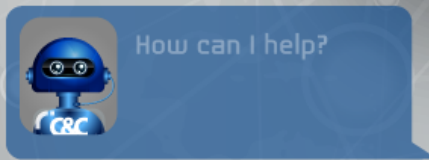# Current situation in the country

- ❑ Due to the Covid-19 pandemic everyone is in panic mode

- ❑ Contacting retailers and service providers is more difficult today than before

- ❑ People spend hours trying to get through to retailers and service providers

- ❑ It is getting more and more difficult for organization to handle customer inquires due to the massive volume each day

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"Consideration" being a critical point for consumers, having some influence or support in making the decision is essential. Here's where ==CHAT-BOTS becomes your digital sales advocate/customer service agent.==

What is the Chatbot

❑ At the most basic level, a chatbot is a computer program that simulates and processes human conversation, allowing humans to interact with digital devices as if they were communicating with a real person

❑ Chatbots can be as simple as rudimentary programs that answer a simple query with a single-line response, or as sophisticated as digital assistants that learn and evolve to deliver increasing levels of personalization as they gather and process information

❑ A chatbot uses artificial intelligence (AI) software that allows it to simulate a conversation (or a chat) with a user in natural language through messaging applications, websites, or mobile apps

Chatbot Flow

Interesting Facts about Chatbots

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❑ **They cut down OPERATIONAL COSTS up to 30%**
Businesses spent nearly $1.3 trillion to service 265 Billion customer requests per year.

❑ **Chatbots empower your TEAM**
Chatbots are the first-level support that filters a customer request and save you time.

❑ **They boost your BRAND OUTLOOK**
The visual interaction offers a friendly experience and ensures a healthy rapport

❑ **It's easier than making an APP**
Chatbots outperform apps in all aspects of functionality and is more cost-effective.

❑ **Millennials love CHATBOTS**
The speed of communication and ease of use
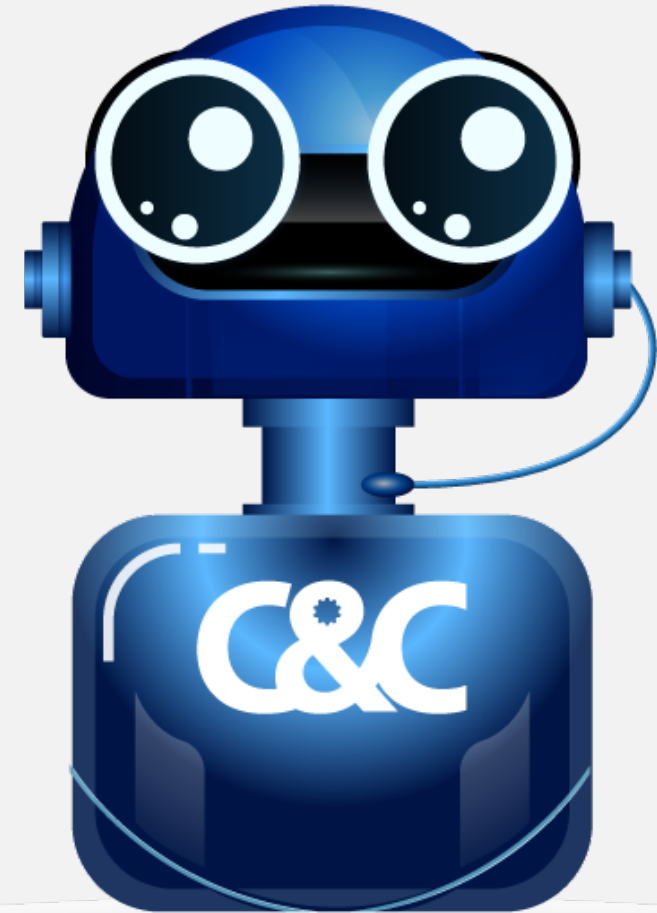
Why chat is the best conversion for leads

Research shows that unless you are dealing with a 45+ audience most people prefer to chat with a person and get support and answers than call a person
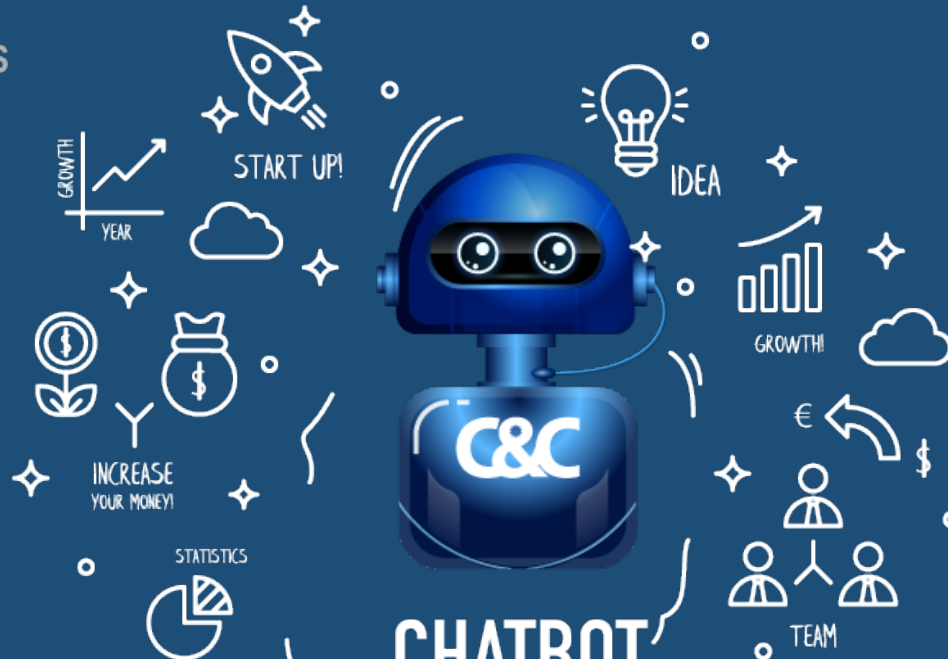
CHATBOT BENEFITS FOR BUSINESS

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Purchase process simplification

User experience improvement

Customer care improvement

Personalized service

Service integration opportunity

Resource saving

Features of our Chatbot

❑ The main USP of this solution is the multi-channel integration of various platforms to one backend. The specific communication channel can be identified via an icon.

❑ Respond to customers with quick turnaround time.

❑ The customer has the option of choosing the preferred language to communicate (English).

❑ Application of this solution will support your organization in providing superior customer service and collecting data. The collected data can be used for remarketing.

❑ This system allows multiple agents/users to access the backend and respond to customers. Only super-admins can update, add, or delete queries, control users, and access stored data.

Features of our Chatbot

❑ At certain points we can direct the customer to a live customer service representative depending on the complexity of the query.

❑ After the conversation with the customer, the chatbot could request for reviews/feedback of the service. This will pave way for the you to analyze the effectiveness and the efficiency of customer handling via the bot.

❑ Unlike ordinary live-chats and other systems, our chatbot solution has the capability to store chat history. This back-up data can be used to maintain client rapport in the long run.

❑ The chatbot management system keeps track of every single customer interaction and provides the chat history to the customer service agent when needed. Therefore, the agent will have all the required information to assist the customer efficiently and effectively.

Contact us
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