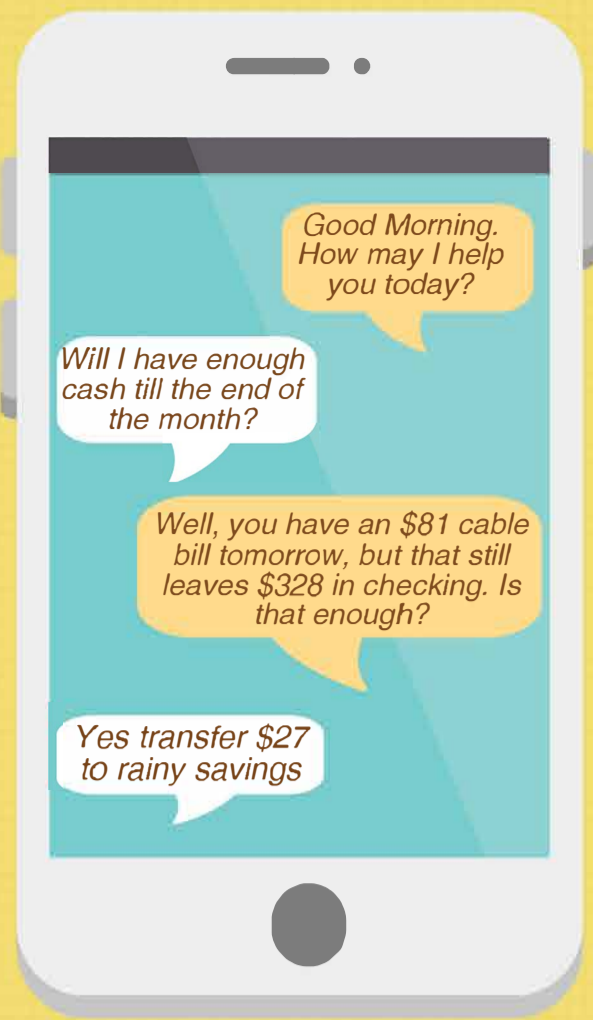


Chatbots

Redefining
Customer
Engagement



Changing Customer Expectation

51% of people say a business needs to be available 24/7

45.8% would rather contact a business through messaging than email

49.4% would rather contact a business through messaging than phone

Per BI Intelligence Survey

80%

of companies have already used or planned to use chatbots by 2020

42%

of them that automation will improve the ease of the customer.

What Industry feels?

48%

already employ chatbots and automation tools for their sales, marketing and customer services

40%

will implement automated technology by 2020

Are Consumers Ready?

The rise of the Chatbot

44% of US consumers would like to utilise chatbots for customer service

>37% of Americans would be willing to make a purchase through chatbot

59% of US Millennials, **60%** of US gen Xers have used chatbots on messaging apps

Why Chatbots?

Appeal to the younger demography

Interactive and Cognitive Engagement

Customised Services and Communication

Reduced Human Errors



Travel Guide



Financial Consultant



News Bot



Scheduling Assistant



Health Advisor

Chatbots to Our Rescue!

Meet Our ChatBot!