

CHAT BOT USE CASES IN INDUSTRIES



1) LEAD GENERATION IN REAL ESTATE INDUSTRIES AND TO HANDLE INFRASTRUCTURE WORKS

Ex: Dexter, Converse, Hoist, Lita, Block spring, ROOF AI

2) CUSTOMER SUPPORT

-->Hipmunk ---The chatbot is AI-based and determines the user's location. It then aggregates and promotes discounts and deals on travel packages. The customer benefits from avoiding seeking and analyzing deals on multiple websites to arrive at one of a choice. The chatbot searches hundreds of travel options and returns with the optimal deal in just a couple of seconds.

Sephora -----has been one of the leading make up brands to offer an elevated [retail experience](#) with a chatbot for its customers. It engages the user with a quiz that helps the bot to understand the customer's requirements. It provides makeup tips and reviews on products. It advises users on what will be most suitable for them based on their skin types and other personality factors.

3) EDUCATION AND TRAINING

[AdmitHub](#) created a chatbot to help new students navigate the college transition process. [Jill Watson](#) is a chatbot that works as a teaching assistant. [Duolingo](#), on the other hand, is a language teaching chatbot.

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4) ORDER AND TRANSACTION:

Ex: PhonePe, Paytm etc

5) PRODUCT EXPLAINER

EX: Uber co-founder Garrett Camp, connects you with a network of “**operators**”(**a chat bot**) who act like concierges who can execute any shopping-related request. You can order concert tickets, get gift ideas, or even get interior design recommendations for new furniture.

→ kik bots also serve the same purpose

6) SOCIAL MEDIA CHAT BOTS:(serve mostly all purposes)

Telegram, we chat ,natasha(hike chat bot) ,RUhh(microsoft chatbot)

7) EVENT / OFFICE MANAGEMENT

Ex: chat bots like Reception Kit,Locl serve this purpose.

8)USER ENGAGEMENT:

Music streaming platform Spotify has millions of users worldwide, so using chatbots to interact with consumers makes sense. Bots allow the company to expedite customer service issues and provide a better service.

9)LEGAL:

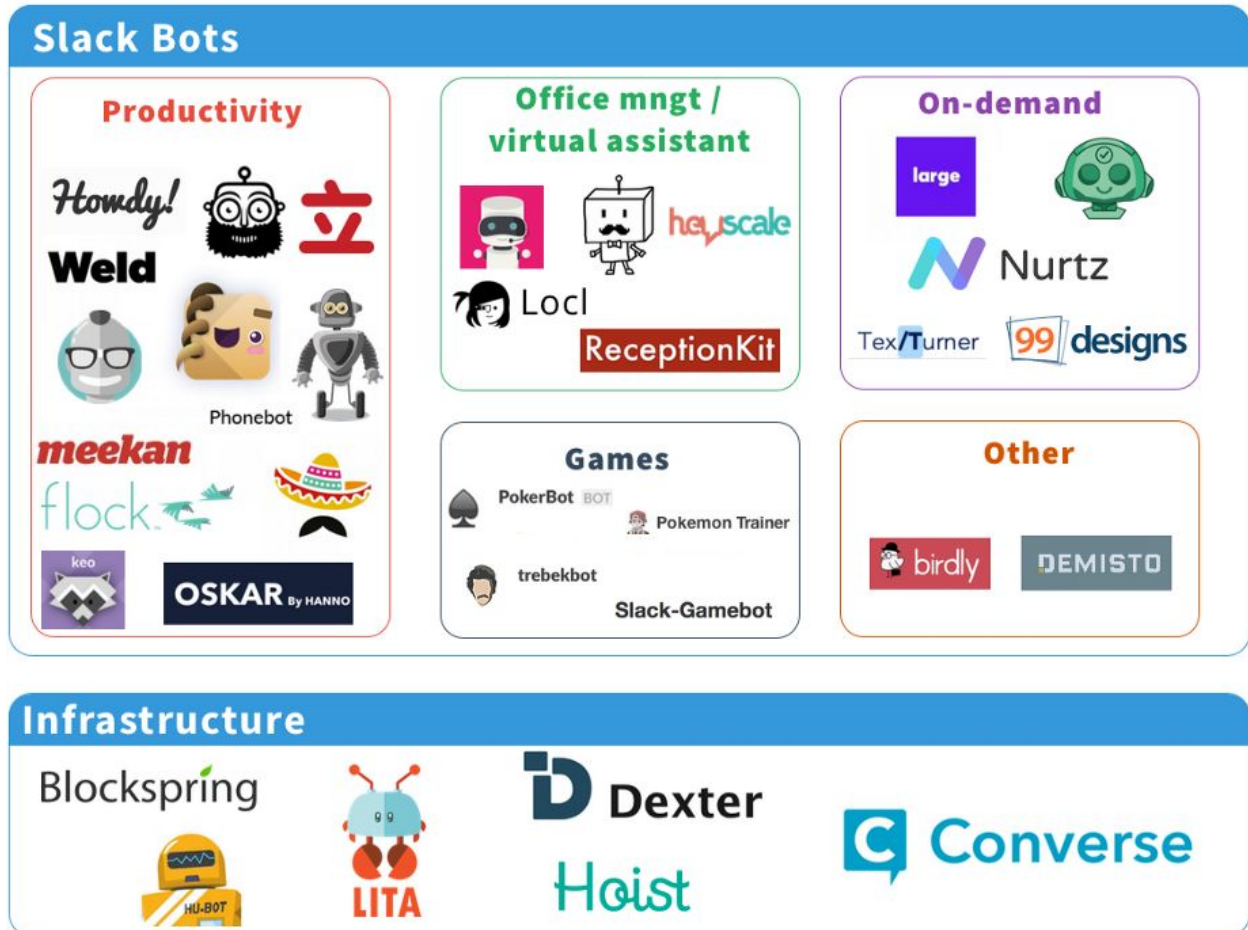
JP Morgan Chase launched COIN, a chatbot to manage its back-office operations. It can analyze complex contracts quicker and more proficient than human lawyers. The Chabot use cases in the legal industry are discovered in unimaginable ways. Legal jargon is a language of its own and piles up every day, across multiple document structures. Analyzing these documents is a time-consuming process for humans.

10) HEALTH CARE:

Docs app uses chat bot to take customer symptoms and interpret to doctor .. Other examples are: Casper-- helps insomonia patients

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MED what --This chatbot aims to make medical diagnoses faster, easier, and more transparent for both patients and physicians – think of it like an intelligent version of WebMD that you can talk to.



10) FUN:

Meme chicken ,miao etc are some of the boats for fun and entertainment.

11) FEEDBACK AND SURVEY:

Restaurants and entertainment places like barbeque nation, wonderland etc use chat bots to know their customer experience.

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12) GAMES :

PUB-G game has bots .. to give gamers with multi player experience. Another example is Poker bot for pokemon game.

OTHERS:

Disney invited fans of the movie to solve crimes with Lieutenant Judy Hopps, the tenacious, long-eared protagonist of the movie. Children could help Lt. Hopps investigate mysteries like those in the movie by interacting with the bot, which explored avenues of inquiry based on user input. Users can make suggestions for Lt. Hopps' investigations, to which the chatbot would respond.

2). NBC: Helping Newshounds Navigate the Headlines

These days, checking the headlines over morning coffee is as much about figuring out if we should be hunkering down in the basement preparing for imminent nuclear annihilation as it is about keeping up with the day's headlines. Unfortunately, even the most diligent newshounds may find it difficult to distinguish the signal from the noise, which is why NBC launched its NBC Politics

ALICE: It is a chat bot which made thousands of chat bots.

Conclusion: Industries which implements these use cases with chat bots

- Finance & Banking
- Insurance
- Health care

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- E -commerce
- Education
- Travel
- Real Estate
- HR & Recruitment
- Hospitality
- Legal
- Agencies
- Automotive Industry
- Media /Publication
- B2B services