

Problem Statement

Conversational AI is still in its infancy, and widespread business adoption began in recent years. As with any new technological advances, there are some challenges with transitioning to conversational AI applications. Some examples include:

Language input

Language input can be a pain point for conversational AI, whether the input is text or voice. Dialects, accents, and background noises can impact the AI's understanding of the raw input. Slang and unscripted language can also generate problems with processing the input.

However, the biggest challenge for conversational AI is the human factor in language input. Emotions, tone, and sarcasm make it difficult for conversational AI to interpret the intended user meaning and respond appropriately.

Privacy and security

Since Conversational AI is dependent on collecting data to answer user queries, it is also vulnerable to privacy and security breaches. Developing conversational AI apps with high [privacy and security standards](#) and monitoring systems will help to build trust among end users, ultimately increasing chatbot usage over time.

User apprehension

Users can be apprehensive about sharing personal or sensitive information, especially when they realize that they are conversing with a machine instead of a human. Since all of your customers will not be early adopters, it will be important to educate and socialize your target audiences around the benefits and safety of these technologies to create better customer experiences. This can lead to bad user experience and reduced performance of the AI and negate the positive effects.

