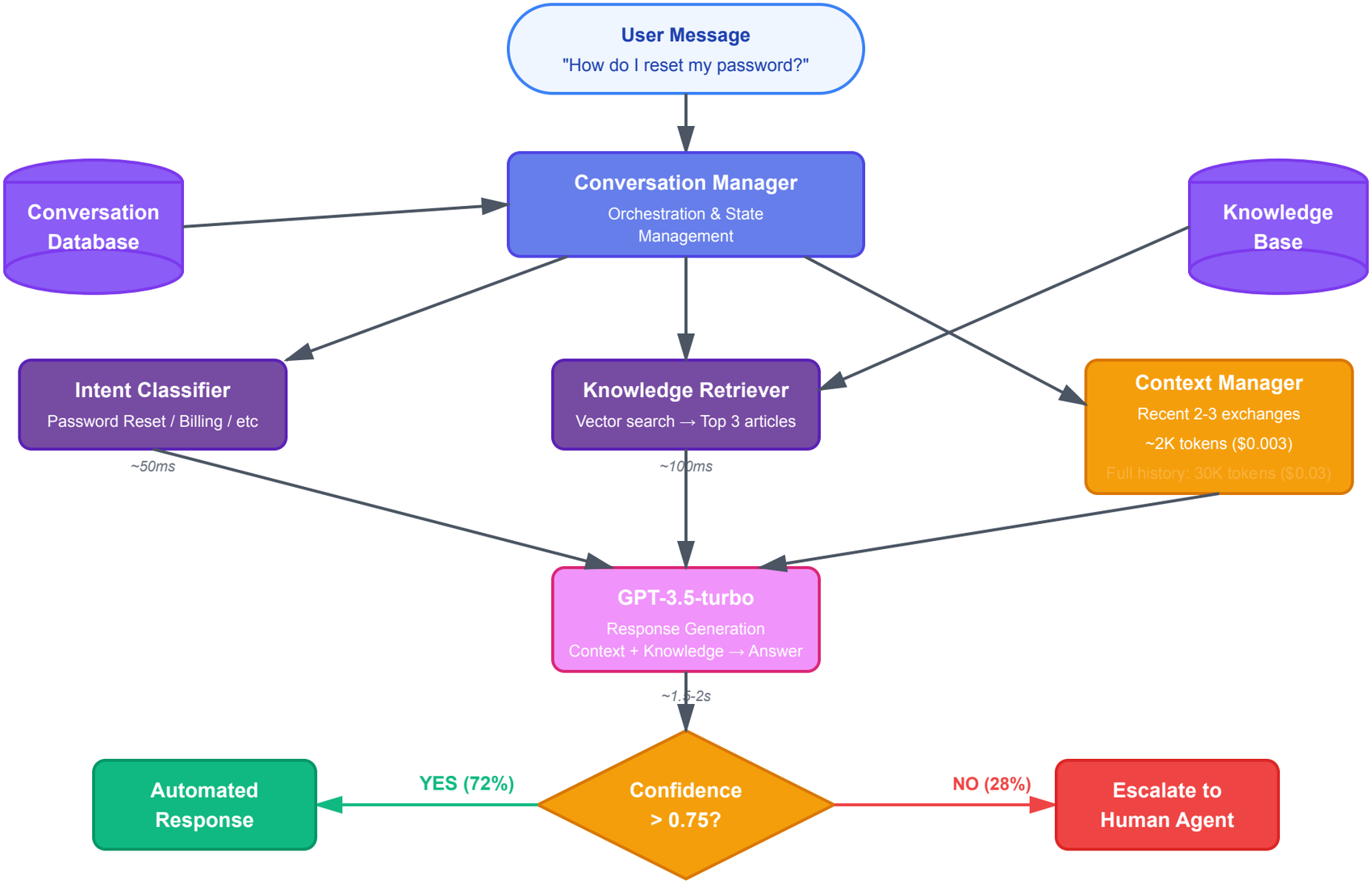
Customer Support Chatbot Architecture



Performance Metrics

Automation Rate: 72%

Accuracy: 87%

Avg Response Time: 2 seconds

Monthly Operational Cost: $1,015

Cost Savings: 70% vs human-only

Cost Comparison

Approach	Monthly Cost
GPT-4 32K context	$30,000
GPT-3.5 selective context	$300
Savings	**99% reduction**