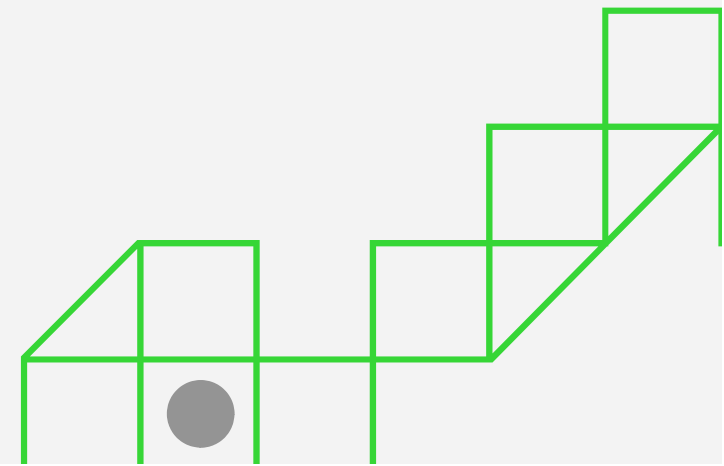# Implementing Chatbots for Efficient Responses to Simple Inquiries

Introduction to Chatbots

In today's digital landscape, **chatbots** play a crucial role in enhancing user experience. They provide **efficient responses** to simple inquiries, freeing up human resources for more complex tasks. This presentation will explore the implementation of chatbots and their impact on user satisfaction.

Understanding Chatbots

Chatbots are **AI-driven tools** designed to simulate human conversation. They can be deployed across various platforms to handle **frequent inquiries**. Understanding their functionality is essential for organizations looking to improve their **customer service** and operational efficiency.
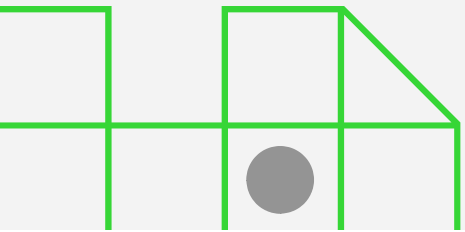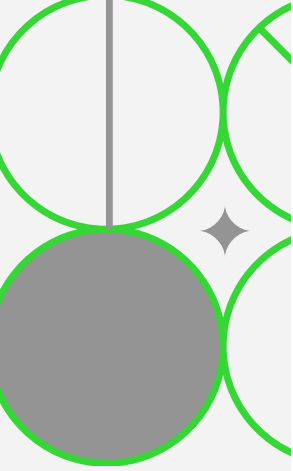
Benefits of Chatbots

Implementing chatbots offers numerous **benefits** including 24/7 availability, quick response times, and the ability to handle multiple inquiries simultaneously. This leads to increased **customer satisfaction** and reduced workload for support teams.
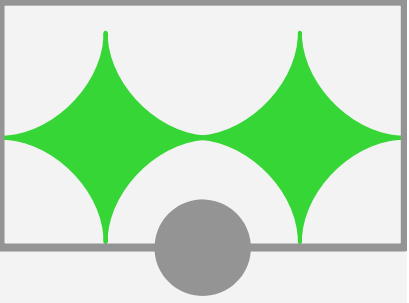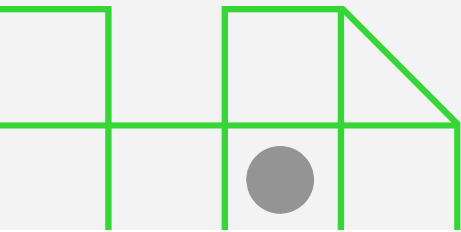
Choosing the Right Platform

Selecting the appropriate platform for your chatbot is critical. Factors such as **integration capabilities**, user interface, and scalability should be considered. A well-chosen platform can enhance the **effectiveness** of your chatbot implementation.
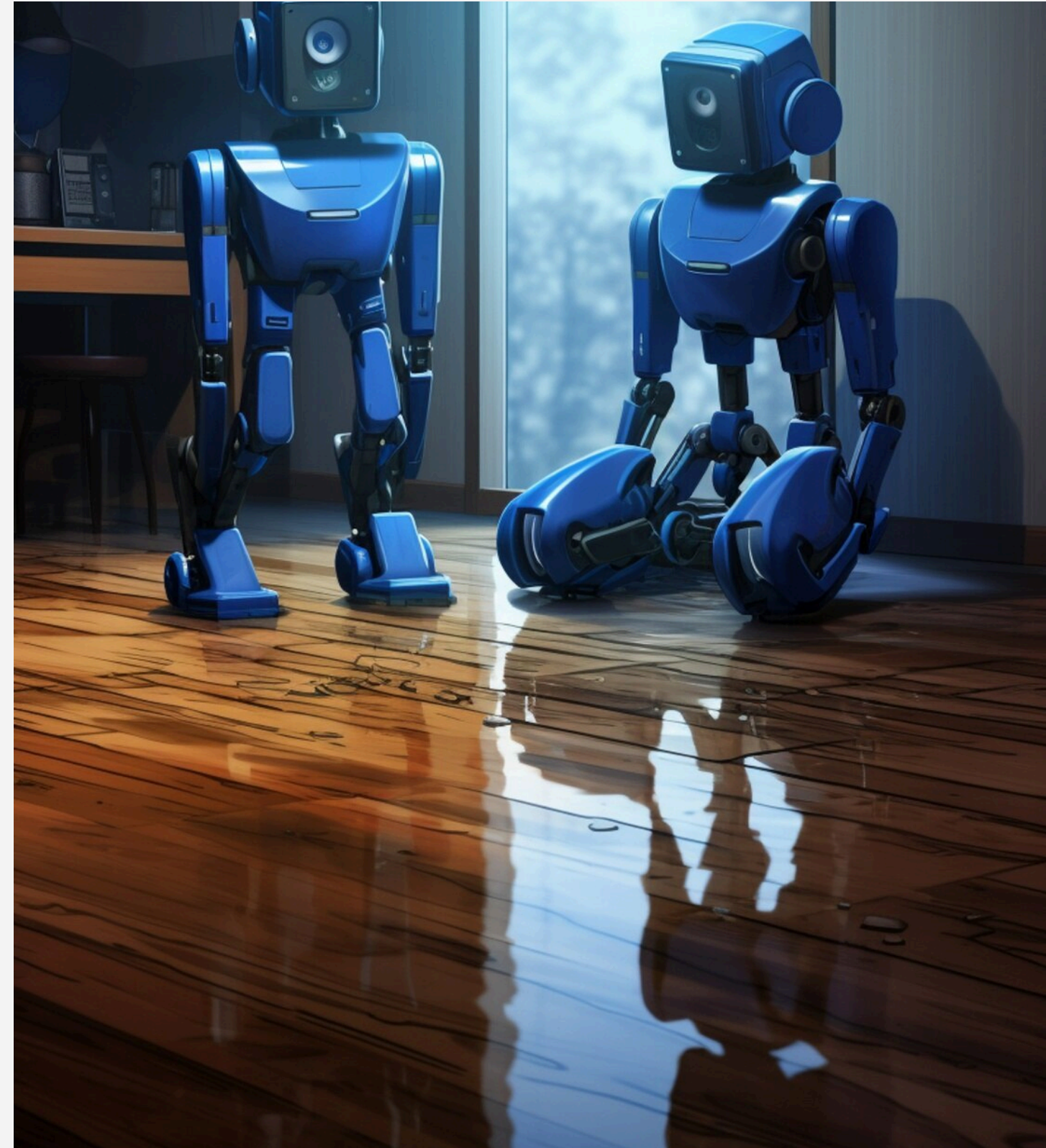
Designing Conversational Flows

Designing effective **conversational flows** is key to a successful chatbot. This involves anticipating user questions and providing clear, concise responses. A well-structured flow improves user interaction and **engagement**.
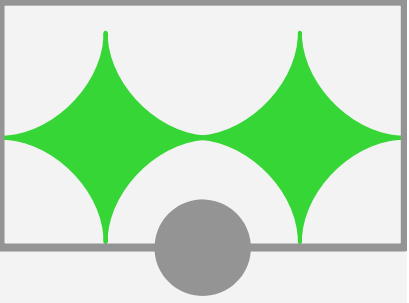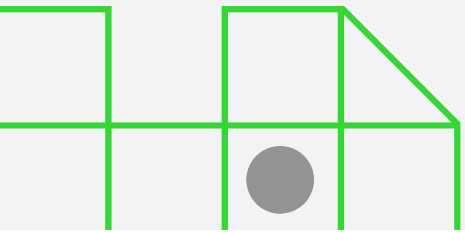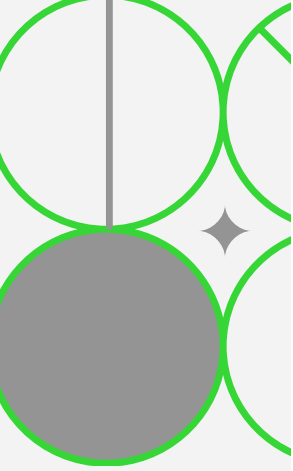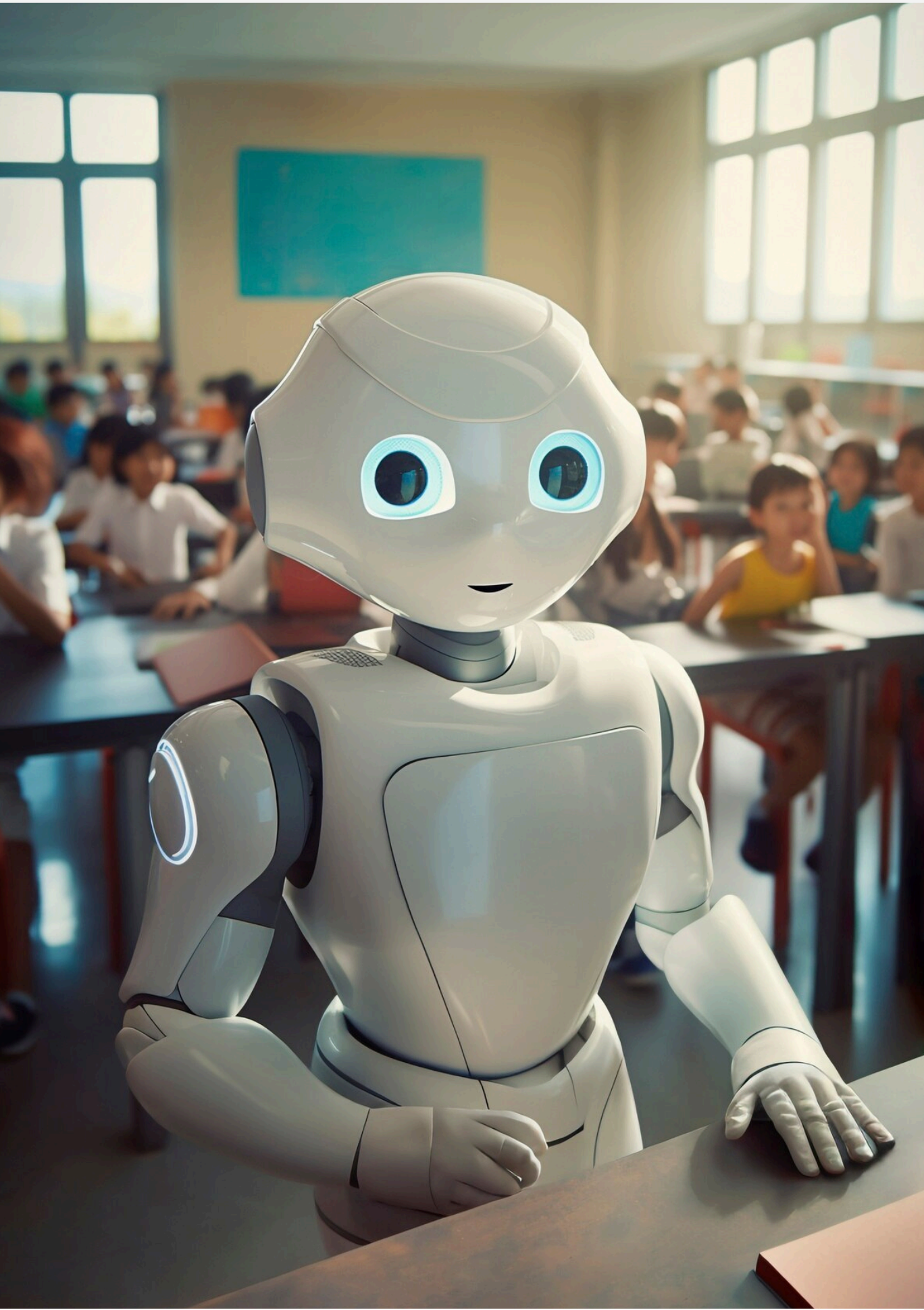
Measuring Success

To determine the effectiveness of your chatbot, it is essential to measure key **performance metrics**. These may include user satisfaction scores, response times, and the number of inquiries handled. Continuous assessment helps in optimizing chatbot performance.
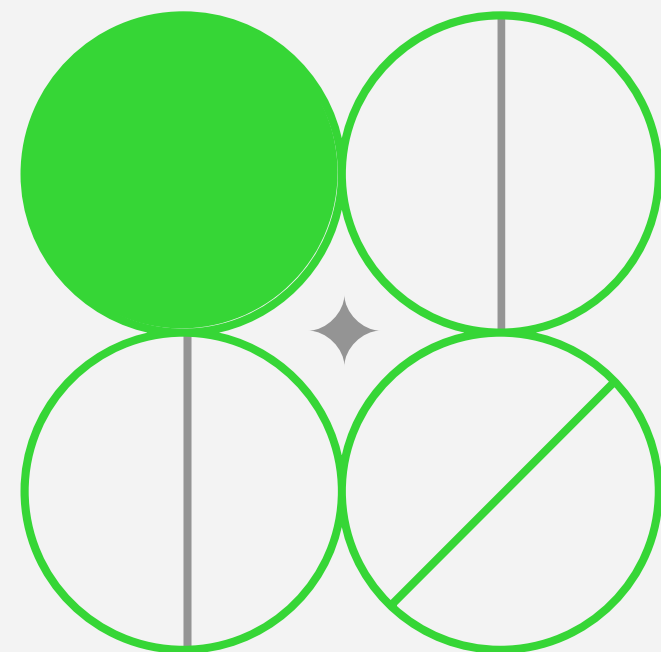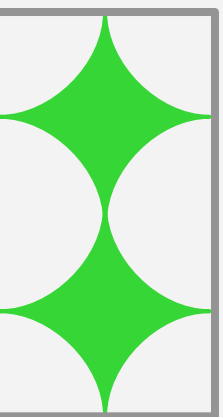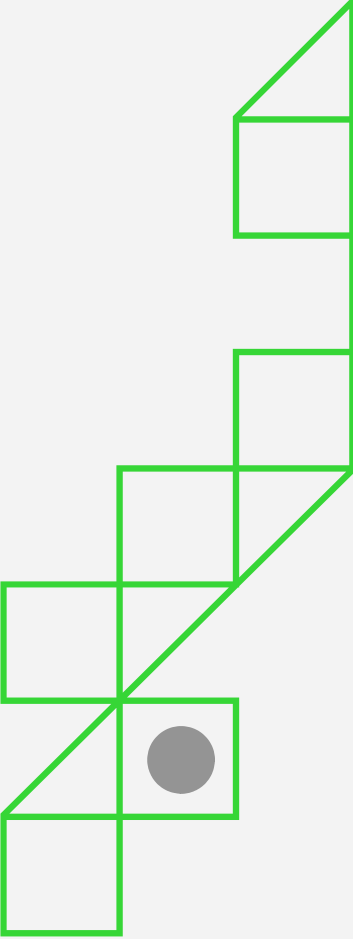
Challenges in Implementation

While chatbots offer significant advantages, there are challenges to consider. These include **technical limitations**, ensuring accurate responses, and maintaining a human-like interaction. Addressing these challenges is crucial for a successful implementation.
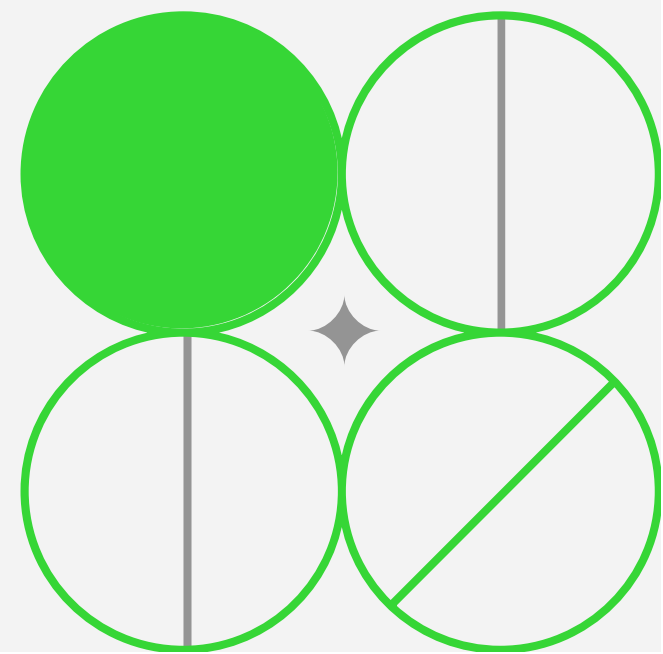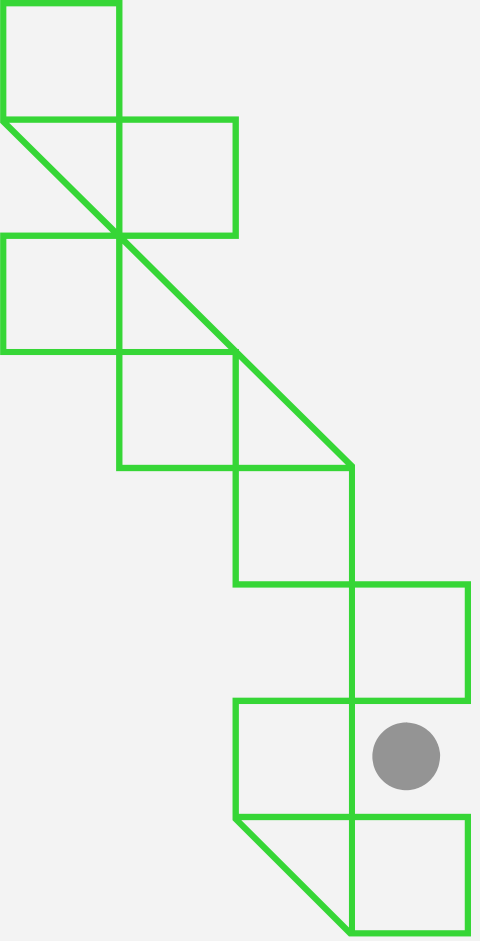
CONCLUSION

In conclusion, implementing chatbots can significantly enhance user experience by providing **efficient responses** to simple inquiries. By understanding their benefits, choosing the right platform, and continuously measuring success, organizations can leverage chatbots to improve overall **customer satisfaction**.

Thank You