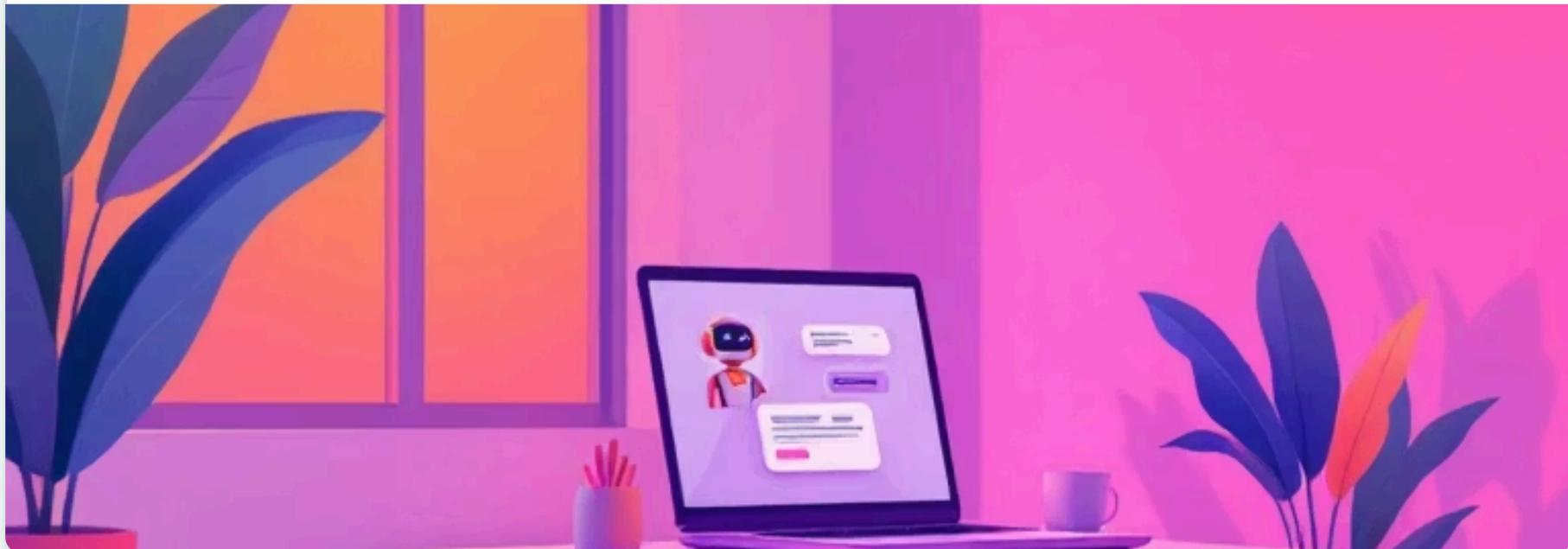


Chatbot for FAQs

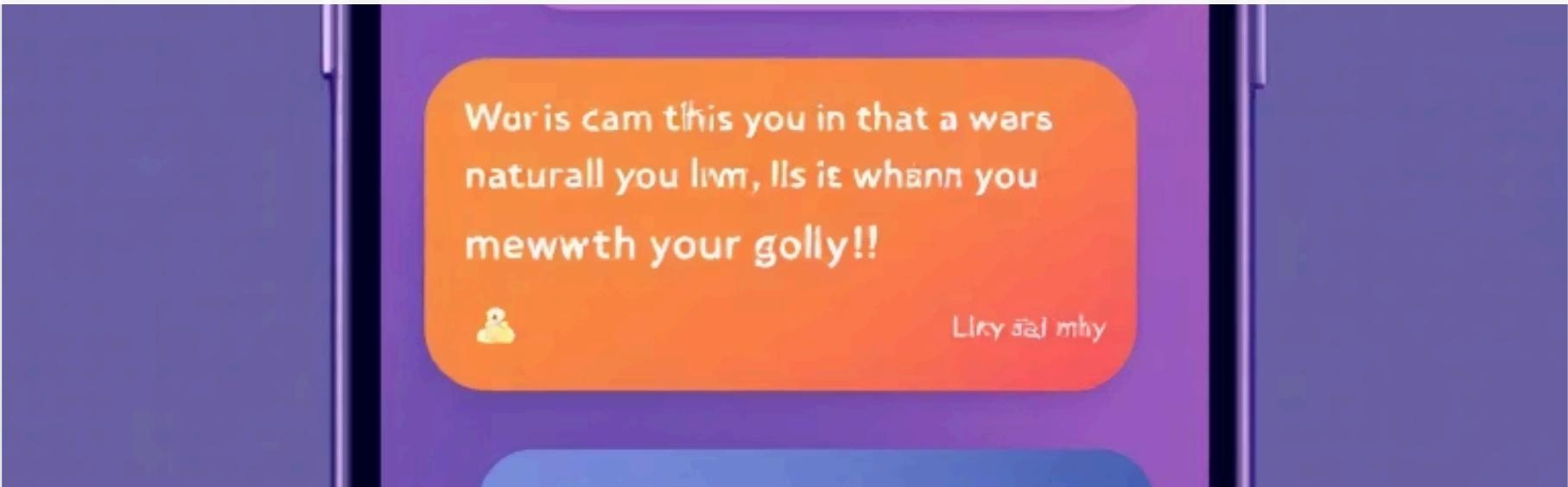
Presented by B.janani — a concise guide to designing, building, and deploying an FAQ chatbot that reduces support load and improves customer experience.





Introduction

An FAQ Chatbot is an AI-powered virtual assistant that automates answers to common questions. Unlike static FAQ pages, it provides a conversational interface with instant, 24/7 support across websites, mobile apps, and messaging platforms — improving response speed and accessibility.



What Is an FAQ Chatbot?



AI-driven Responses

Answers common customer questions instantly using NLP to interpret varied phrasing.



Always Available

Delivers 24/7 conversational support across platforms — web, mobile, and messaging.



Centralized Knowledge

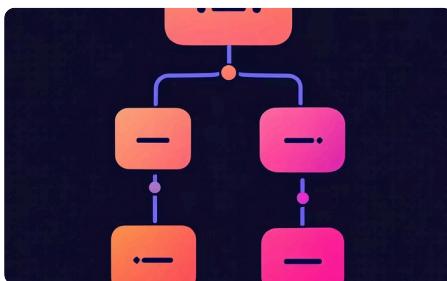


Why Businesses Need FAQ Chatbots

- Deflect repetitive tickets: handle up to 40% of routine queries like order status or password resets.
- Reduce wait times and operational costs while ensuring consistent answers.
- Free human agents to tackle complex issues and improve overall support quality.



Types of FAQ Chatbots



Rule-Based Bots



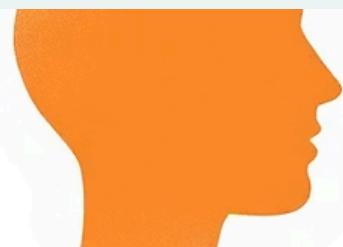
AI-Powered (RAG/LLM)

Handles large, changing content and free-form questions with contextual retrieval and generation.

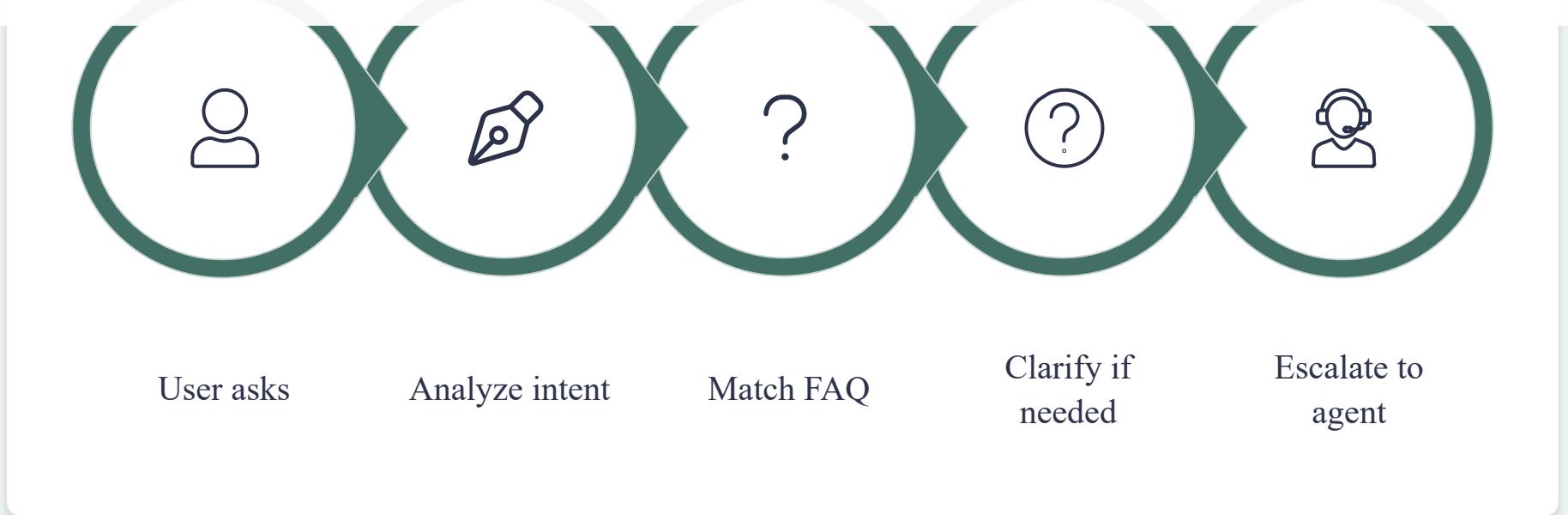


Contextual AI Agents

Advanced agents that perform tasks (check stock, create tickets) and escalate intelligently.



How FAQ Chatbots Work



This sequence ensures fast self-service with fallback to human support when needed, improving resolution rates and user satisfaction.

