Research into Chatbot

Chatbot = A chatbot is a computer program that simulates conversation with human users.

[Tidio](https://www.tidio.com/tidio-ai/)

Features for free plan:

* AI chatbot + live chat

Both are fully customisable

* Easy installation

More features are available for a monthly cost which isn’t viable at this stage.

[Tawk.to](https://www.tawk.to/?pid=nmc0gfk&gad_source=1&gclid=Cj0KCQjwlZixBhCoARIsAIC745Dt2hEjuOICBt4H7Omc6M34tjPGhGx2tI-vJg1t3ykSeo5EEpgivYQaAqxUEALw_wcB)

* Multilingual

It translates messages into 45+ languages which could be helpful for clients who’s first language isn’t English

* Fully customisable widget design

You can customise the appearance and functionality.

* You can review chat history

You can check your live chat performance statistics in analytics.

* Easy installation
* Some reviewers have said that the notifications about messages are inconsistent.

<https://youtu.be/3iGWMImiGjU?si=1QwyJV1o9dFP1UFe>

<https://www.youtube.com/watch?v=DPViDXor4Fc>