

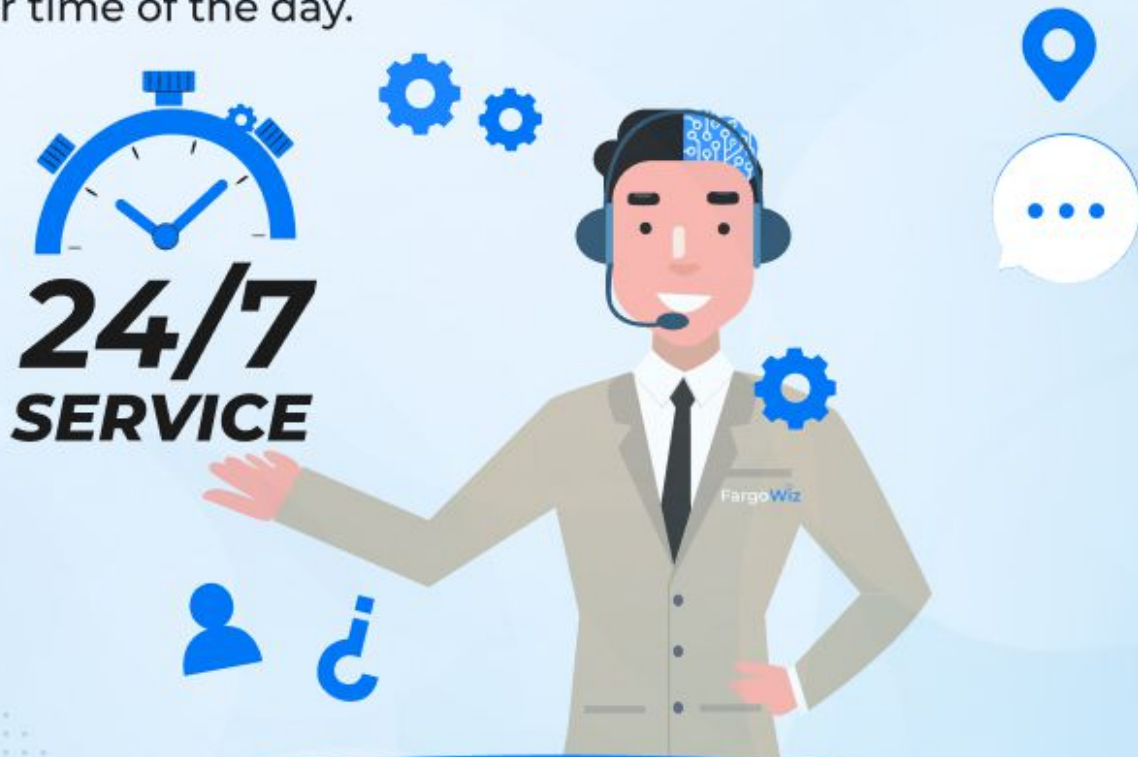
How are AI Chatbots changing the E-commerce scene?



01.

24/7 Customer Service

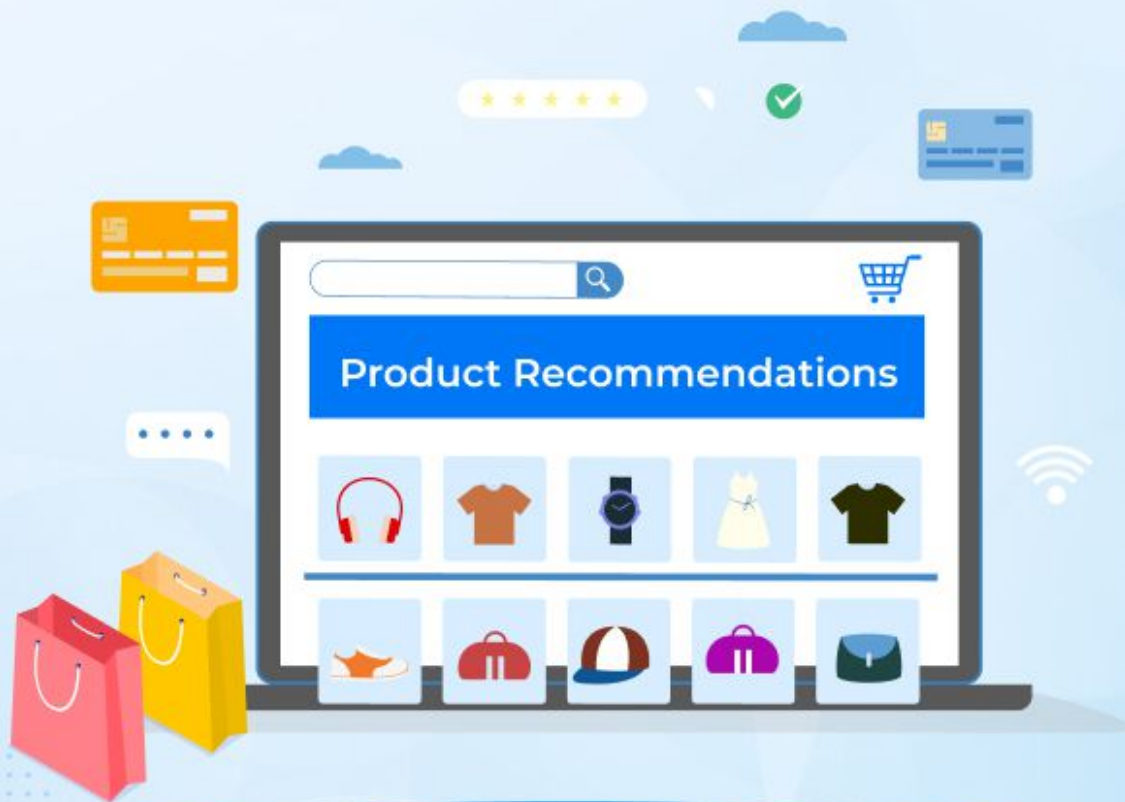
Unlike a human employee, AI Chatbots can be virtually present **24*7, 365 days of the year**. They do not take “time off” and respond immediately to a customer’s query, irrespective of the date or time of the day.



02.

Personalized Product Recommendations

AI Chatbots gather data about consumer purchasing patterns and **suggest recommendations** related to the same.



03.

Omni-Channel Presence

An AI Chatbot can be integrated on various social media channels like Facebook and Instagram and serve as a smart marketing tool. A chatbot can help promote products, drive offers and sales, deliver relevant information.



04.

Multilingual Support

An AI chatbot is intelligent and **can be trained in various languages**. This ensures that the business extends its audience base and doesn't miss out on a global customer.

你好

HELLO

BONJOUR

Hallo

05.

Lead Generation & Smart Conversations

A chatbot provides the customer with relevant information about the business. They engage with potential **leads** and **redirect** the **conversation** to a human.



06.

Business Analytics through Insight Analyzation

A chatbot provides the customer with relevant information about the business. They engage with potential leads and **redirect the conversation to a human agent** once the lead shows interest in knowing more about the brand or they even schedule an appointment with the business on their own!



07.

Reduce Customer Service Costs

An AI Chatbot has to be trained only once. They do not take up physical space and can be easily **integrated into any digital platform**. This saves **business costs** in terms of employee hiring, training, office space allocation, allocating digital resources, and even saving on monthly salaries!



08.

Chalk out Marketing Strategies

Depending on market insights obtained through the data gathered by a chatbot, businesses can **chalk out marketing strategies** to keep consumers engaged. Analyzing a **consumer's likes and dislikes** and **introducing process tweaks** to keep the consumer as the focus of any brand will always reap long-term benefits.



09.

Balance Automation with Human Touch

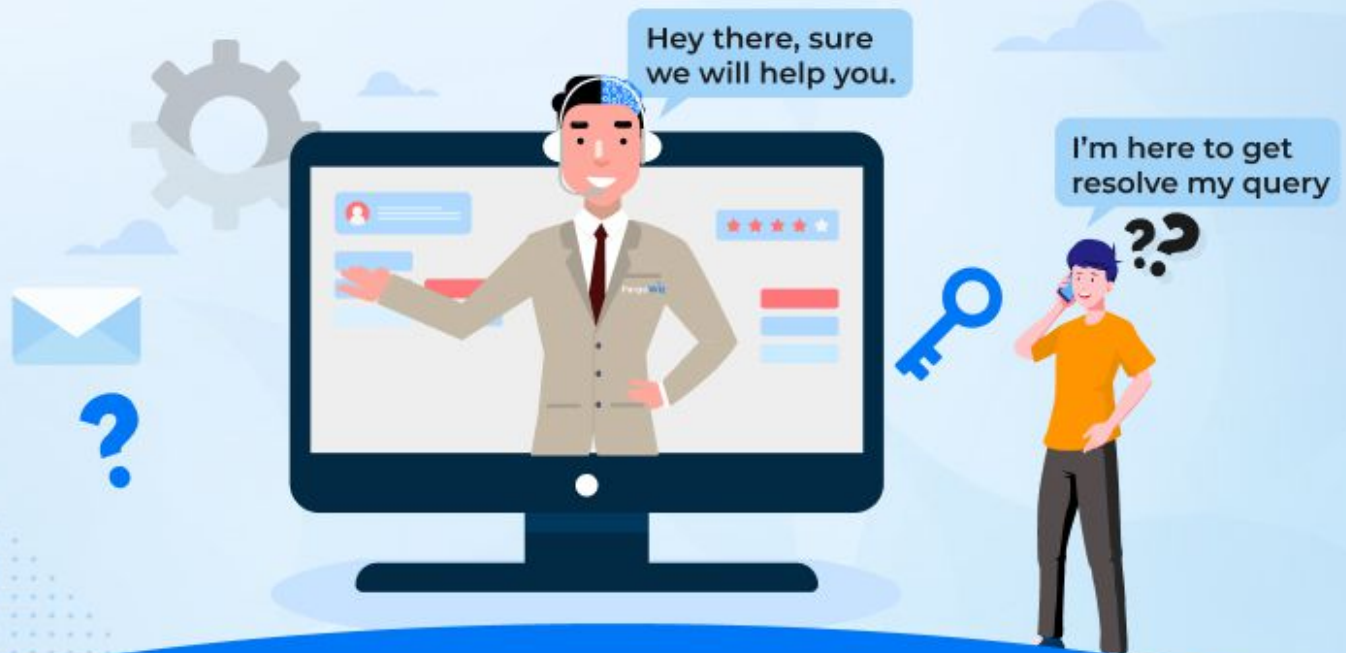
Combining AI technology with **human touch** helps brands **deliver** unmatched customer support capabilities.



10.

Scalability of Support

An AI chatbot can give every consumer undivided attention as opposed to a human agent faced with **several queries at a single point in time**. A chatbot will ensure every consumer gets their queries answered on **time** and **maximum** leads are converted into paying customers.





Was it useful?

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started with your
business**