**Quiz Statement:**

No customer service representative wants to answer the same question a hundred times a day. No sales representative wants to talk to people who aren’t going to buy. And if you’re leading an organization, you can’t afford to let either of those scenarios be the norm.

In this scenario, it will be a better opportunity to have efficient chatbots deployed in your company. To help you see if there are opportunities for your organization to use chatbots, your are required to prepare an analysis of any organization, which have implemented chatbots in their organization and identify chatbot system name, industry name, key stats and major takeaways. Moreover, do not forget to share the details / link to that chatbot system.

**Solution:**

Student will submit their individual solution, but a generic solution may look like

1. **Chatbot system:** Next IT
2. **Industry:** Public transportation
3. **Key stats:**
4. 800% return on investment.
5. Increased bookings by 25%.
6. Saved $1,000,000 in customer service expenses in a single year.
7. Over 5,000,000 questions answered every year.
8. Bookings through chatbots generate 30% more revenue.
9. **Major takeaways:**

Chatbots with advanced AI provide site visitors with a “self-service” option.