



8 Conversational AI Trends Transforming Organizations 2022



Conversational AI is igniting the next evolution in how organizations engage and respond to customers, employees, and suppliers.

These new technologies deliver human like conversations using text and voice to create bespoke scalable experiences.



Book A Demo Now!

1 **40%** of enterprise applications will have embedded conversational AI by 2023 reshaping customer service [1]

5 billion hours are expected to be saved by using chatbots by 2023 [7] **2**

And over the next 10 years we will continue to see the impacts of AI-powered customer service for businesses...

3 **80%** of jobs will be transformed by automation by 2030 [6]

Interest in chatbots has grown **4x** over 10 years [8] **4**

5 AI innovation will drive contact center agent automation, reducing workload by **8%** by 2024 [6]

The future of customer service depends on AI, with its benefits already being seen in 2022...

90% of businesses said AI improved speed of complaint resolution [1] **6**

Competitors, employees and your customers are ready, so what's stopping you?

7 **90%** of retail business leaders said employees are ready for AI adoption [4]

77% of customers say chatbots will transform their expectations of companies by 2024 [9] **8**



Simplifies the process of delivering new products and services

Diffusion of innovation to create new revenue streams

Enhanced customer experience and satisfaction

Conversational AI Transforming How Organizations Engage

Creating of a 'virtual workforce' who is capable of self-learning

Reduction in operational costs

Boost productivity and growth

Reduces human error and biases

Human resources can be better channeled into critical tasks

OpenDialog provides a unique approach to Conversational AI that helps you improve experiences, and reduce the cost of your operations. We use artificial intelligence to create sophisticated human like chatbot and virtual assistants that enables our customers to automate their complex business processes.

Get In Touch To Find Out More!

[1] https://assets-global.website-files.com/61a062333a59a064c021a4e/61af879feef82ad5d2ae7a9f_Trends_guide_2022.pdf
[4] <https://forethought.ai/conversational-ai/retail/>
[6] <https://www.gartner.com/en/documents/4010683>
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