

How Businesses Can Use Conversational AI To Reduce Costs And Increase Revenue

Conversational AI is transforming the way organizations engage with customers by automating interactions in an efficient human-like way, saving time and money.

**1**

Improve Customer Service Using Fewer Resources

Conversational AI powered Chatbots, Voicebots or Intelligent Virtual Assistants provide a personalized 24/7 service, resulting in **over 2.5 billion customer service hours saved by 2023** [1].

Speed Up Response Times

Relevant information can be processed and extracted in seconds, giving customers the right products and recommendations in an instant without human interaction.

With 9.5 billion chatbots expected to be accessed globally by 2026 [2], Conversational AI can also:

- Help customers resolve queries instantly
- Provide 24/7 customer support
- Manage orders
- Book appointments

3

Reduce Human Error

Conversational AI mitigates human errors and allows businesses to operate at 'machine speed' responding with accurate 'human-like' answers from vast quantities of information within milliseconds.

This helps to:

- Reduce the margin of error
- Avoid costly mistakes
- Instantly track large quantities of inventory

4

Collect Intelligent Insights

Conversational AI is able to collect customer data; with this information businesses can identify areas of improvement, monitor customer satisfaction and track consumer spend.

5

Make Personalized Offers

Based on previous searches and purchase history, Conversational AI machine learning can provide customers with personalized offers and product recommendations, helping to boost sales.

OpenDialog Conversational AI Solutions

Our Intelligent Chatbots and Virtual Assistants make it easier to automate, scale and manage complex business processes without losing a human-like touch. With the ability to complete 80% of work without human intervention, v the industry average of 30%, our Conversational AI software delivers personalized and engaging interactions for your customers, improves service speed and increases ROI.

[Book A Demo →](#)

[1] <https://www.juniperresearch.com/press/chatbots-to-deliver-11bn-cost-savings-2023>

[2] <https://www.juniperresearch.com/researchstore/operators-providers/chatbots-trends-research-report>