Conversational AI is expected to change every aspect of when, where, and how most organizations engage and communicate with their customers. As per Gartner.com, AI will be the mainstream customer experience investment in the next couple of years.

47% of organizations will use chatbots for customer care

40% will deploy virtual assistants

iLink offers Conversational AI solutions that are backed by both - NLP and other machine learning algorithms. This enables natural conversation, easy deployment, and can be entirely managed by non-technical users. iLink's Conversational AI solutions are cost-effective and provide immediate value to your business and your customers.

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Statistics About Current AI Trends In Business

80% of businesses are projected to integrate some form of chatbot system by 2020 (Outgrow, 2018).

33% of consumers would like to use chatbots to make reservations, place online orders, and other functions. (Drift, 2016)

Chatbots are popular among both millennials and baby boomers. (Chatbots Magazine, 2019).

37% of organizations have implemented AI in some form. That’s a 270% increase over the last four years. (Gartner).

By 2021, 80% of emerging technologies will have AI foundations. (Gartner).

Statistics About Chatbot Users

69% of consumers prefer chatbots because of their ability to provide quick replies to simple questions. (Chatbots Magazine, 2019).

37% of consumers expect to receive quick responses during emergencies. (Drift, 2016).

67% of millennials in the US reported that they would likely purchase products and services from brands with chatbots. (Chatbot Magazine, 2018).

Customers prefer businesses offering bot support.

47% of users are open to purchasing items through a bot.

As per the Ubisend report, 1 in 5 consumers would consider purchasing goods and services from a chatbot.

Chatbots Transforming The IT Industry

Businesses can engage more intuitively with customers.

Leverage Conversational Marketing to build better customer relationships.

Get insights from data to serve clients better.

Reasons Why a Business Needs Conversational AI:

Conversational AI enhances human efficiency by engaging them in more effective, qualitative, and creative tasks.

Leverage Conversational Marketing to build better customer relationships.

Get insights from data to serve clients better.

Key Features

It can be deployed in weeks for quick ROI.

Algorithms that can understand customer needs.

No data scientists are required.

iLink Provides The Best Of Both Worlds!

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Learn more & talk to an expert - https://www.ilink-digital.com/services/conversational-ai-services/