

# Domo Arigato, Mr. Roboto

## The Future of Chatbots

### Adoption on the Rise

**80%**

of businesses are expected to have some sort of chatbot automation implemented by 2020

By 2020, the average person will have more conversations with bots than with their spouse

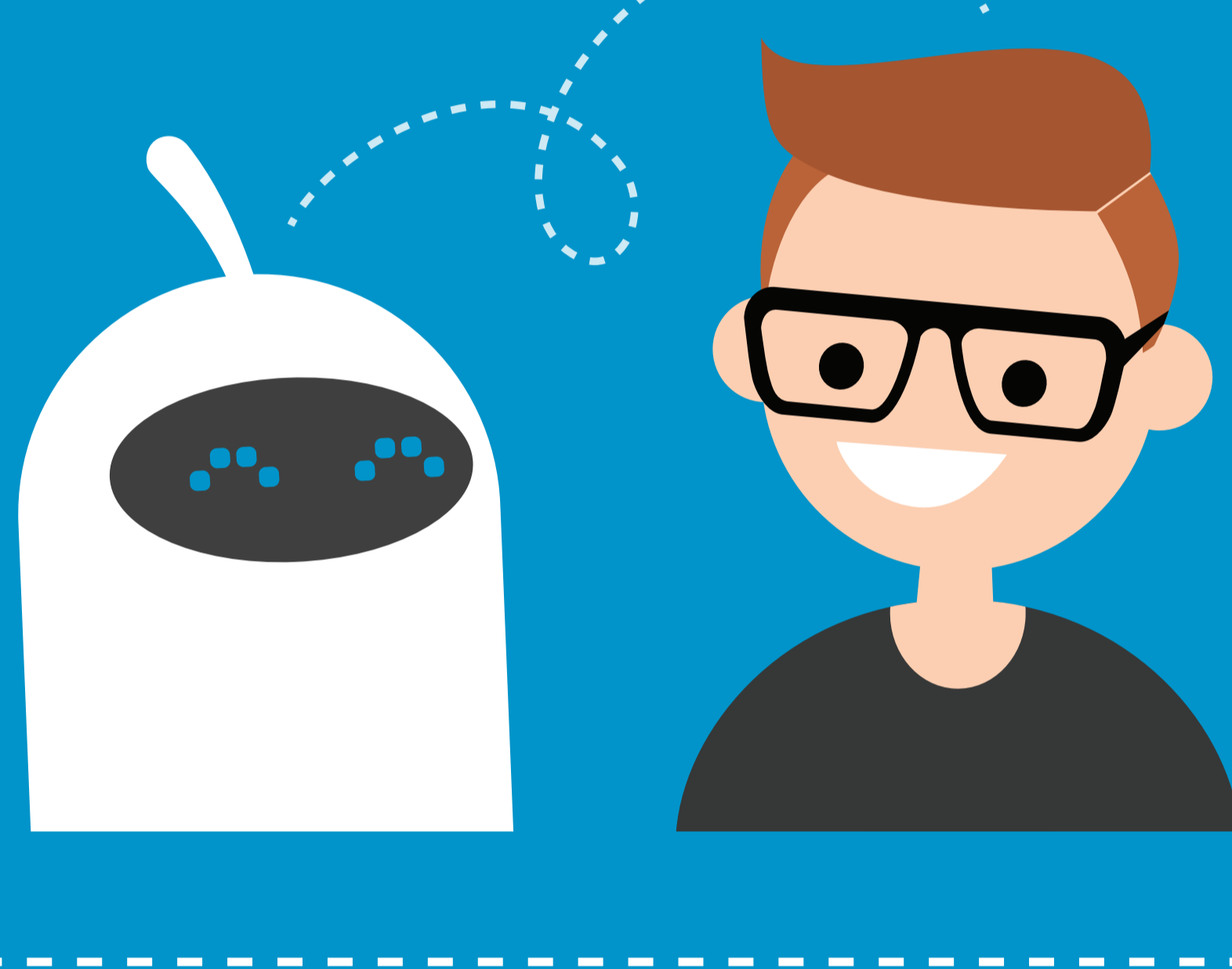


### Increased Opportunity for Greater Customer Satisfaction

**48%** of consumers would rather connect with a company via live chat than any other means of contact

**64%** of consumers count real-time response and immediacy of service at the top of their list for quality expectations

**89%** of customers would like to use messaging to connect with businesses



### Reduced Costs and Contact Resolution Times



**4 minutes**

average time saved per chatbot inquiry compared to traditional call centers

**\$8 billion** total savings predicted from using chatbots by 2020



**\$.70**

estimated average amount saved per chatbot interaction in 2022

### A Multitude of Available Channels

**Smart Speakers:**

**24.5 million**

voice-first devices were shipped in 2017

**8 million+**

consumers now own an Alexa-enabled device



**Social Media:**

**2.08 billion**

monthly active users of Facebook Messenger



**Text Messaging:**

**389 billion+**

text messages sent globally per month



**64%** of consumers

think businesses should converse via SMS

more often

