

Artificial Intelligence: Customer Service On The Go

Your Customers Have Embraced Chatbots

By 2020,

the average person will have more conversations with bots than with their spouse.¹

48%

of consumers would rather connect with a company via live chat than any other means of contact.²

89%

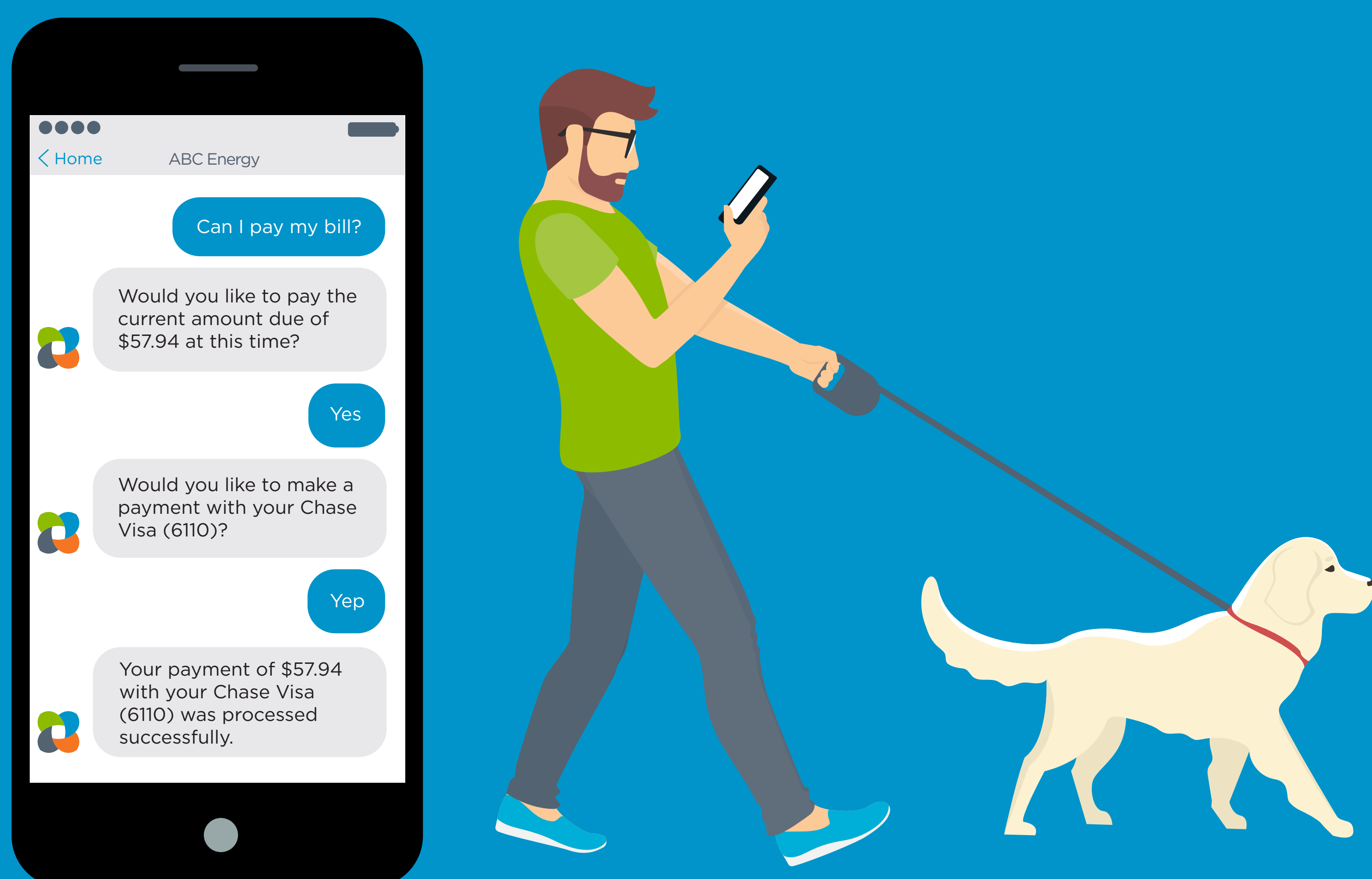
of customers would like to use messaging to connect with businesses.³

KUBRA IQ allows customers to chat with their utility in their preferred channel:

SMS/Text Messaging - 389 billion text messages sent monthly⁴



Facebook Messenger - 1.3 billion monthly active users⁵



Twitter - 335 million monthly active users⁵



Smart Speakers - 100 million devices installed⁶

Alexa, when is my next ABC Energy bill due?

Your next bill is due in 2 days.

Alexa, make my payment to ABC Energy please.

Your payment has been made to ABC Energy.

