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

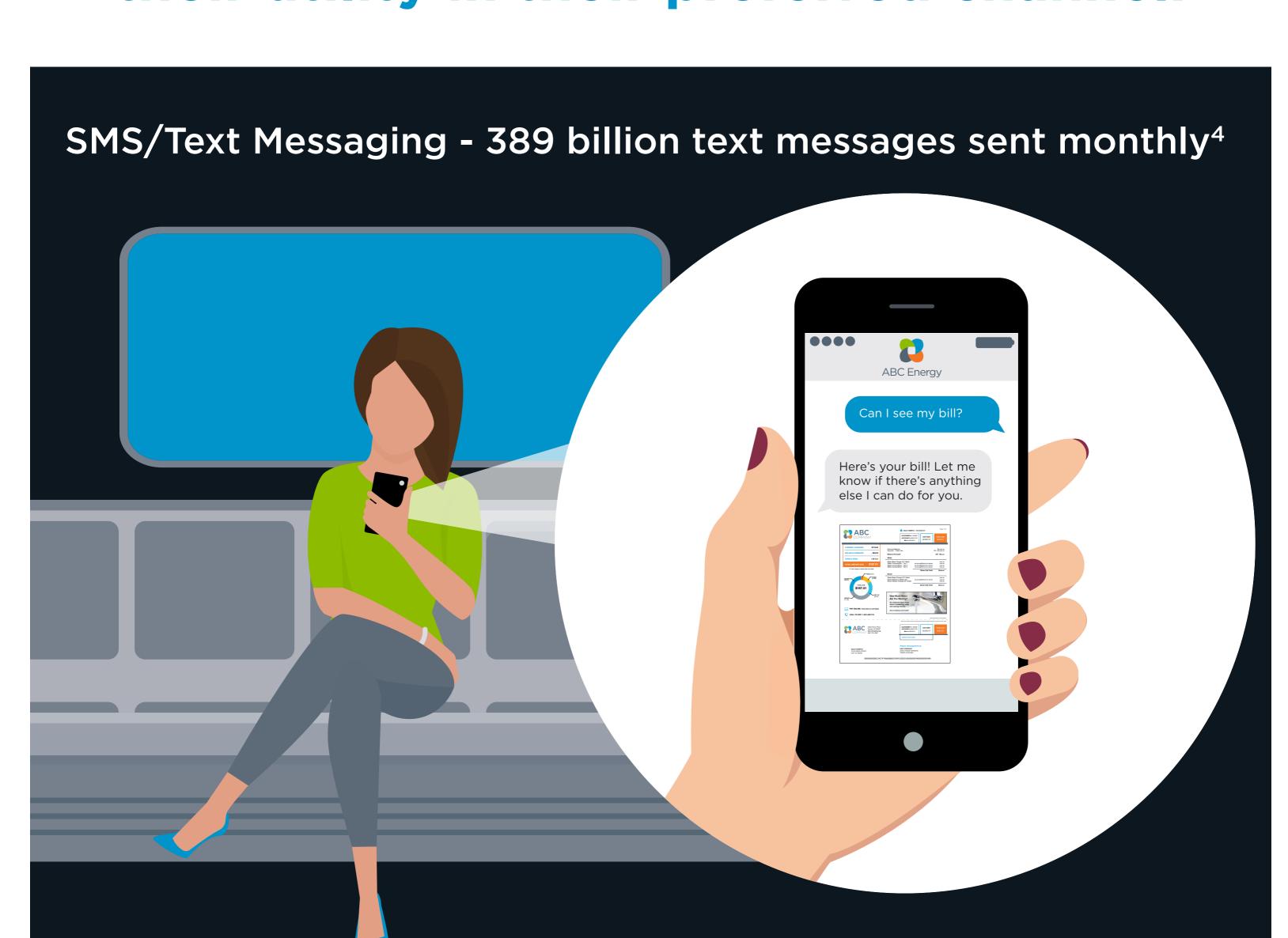
48%

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

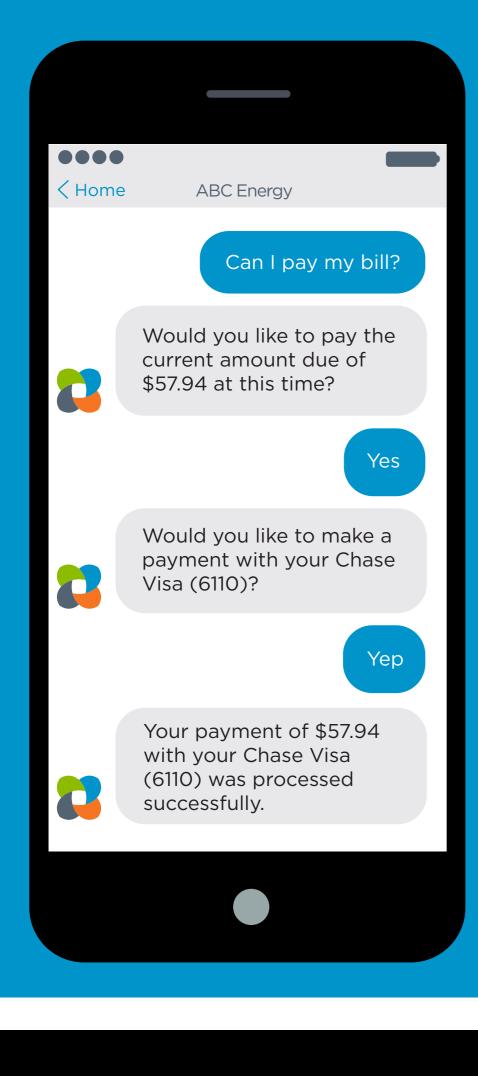
89%

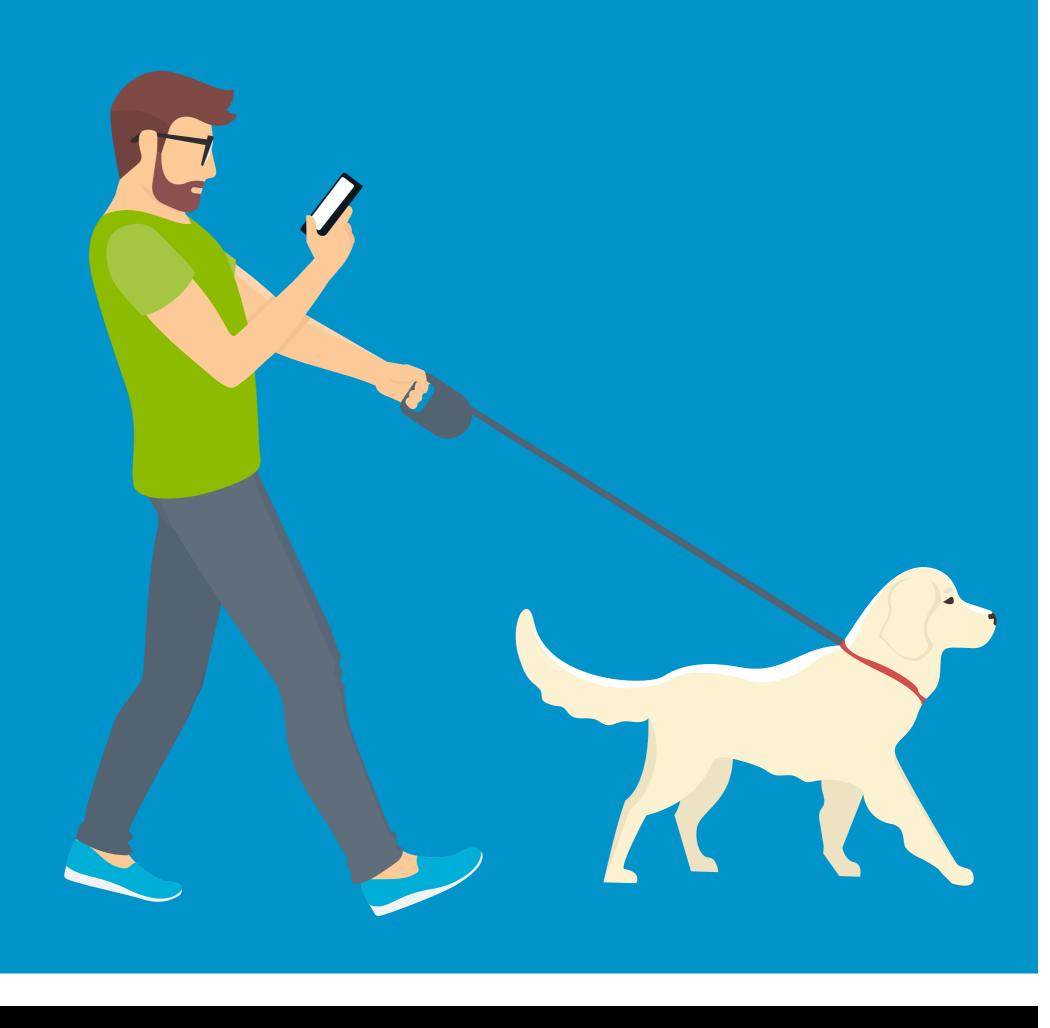
of customers would like to use messaging to connect with businesses.3

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

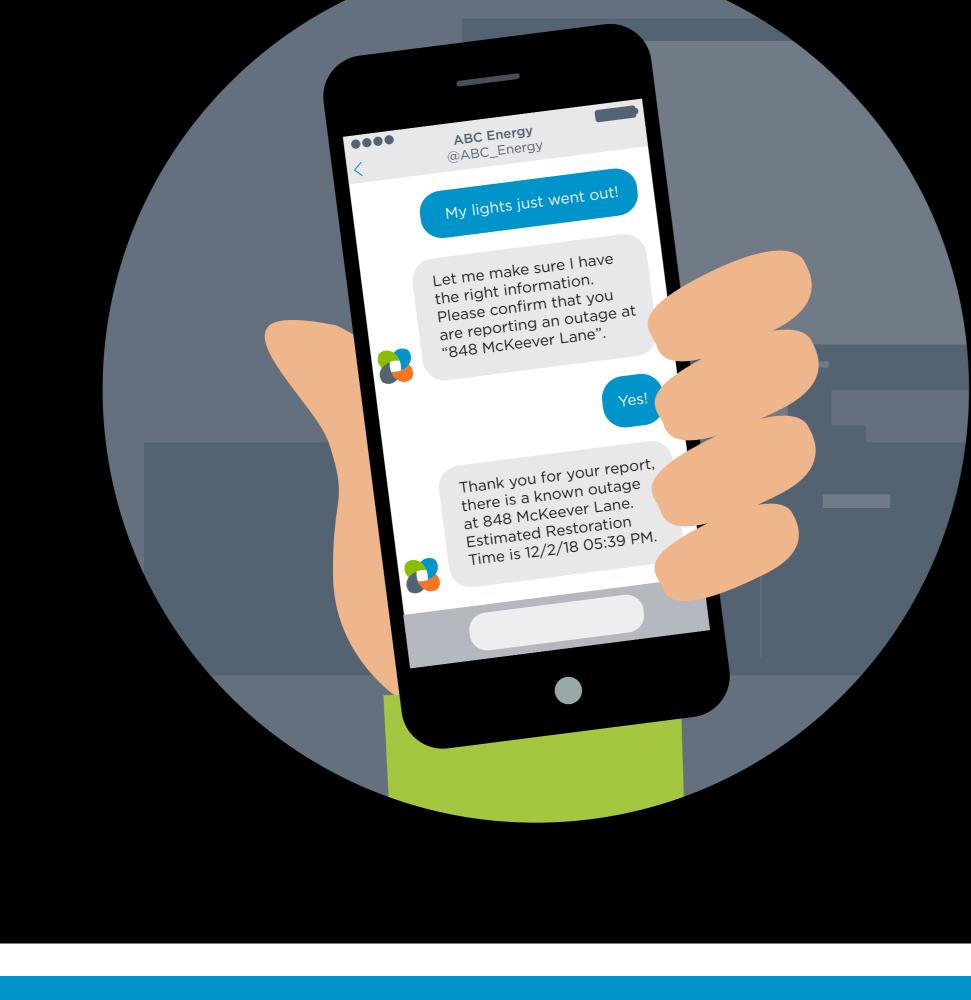


Facebook Messenger - 1.3 billion monthly active users⁵





Twitter - 335 million monthly active users⁵



Alexa, when is my next ABC Energy bill due?

Smart Speakers - 100 million devices installed⁶

Alexa, make my payment to ABC Energy please.

Your next bill is

due in 2 days.

Your payment has been

made to ABC Energy.





SOURCES:

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