



Cyber PR Army

CHATBOT CREATION

FREE UP YOUR TIME

You shouldn't be tied to your business 24/7 and with our handy chatbots, you needn't be! We will create chatbots that can answer all your customers' frequently asked questions and embed it on your website.

WHAT WE DO

Acknowledging receipt of a customer's message and answering those FAQs needn't be a burden. Business response time is a key marker for customer satisfaction, yet most small business owners simply don't have the time to reply in a timely fashion. Our chatbots ensure happy customers without tying you or your staff to your phone by programming commonplace responses.

Our bots will acknowledge receipt of messages, anticipate their needs and answer simply questions such as where you are located while generally helping your potential customers to find their way.

Chatbots can be used on multiple platforms such as Facebook, WhatsApp, email and your website.

Chatbots can answer **80%** of standard questions. (IBM)

In 2017, **34% of consumers** preferred to communicate with artificial intelligence in an online retail situation. (Statista)





HOW IT HELPS YOU

- Never miss that crucial moment of connection
- Engage your potential customer in a way that drives sales
- Appear professional and customer-focused
- Free up support time.

Customers expect a response to an email within an hour of sending (Toister Solutions). Chatbots give your customers the answers they need without the risk of dissatisfying wait times. If you use a bot on Facebook it also ups your response time, a metric that is displayed to all who view your page.

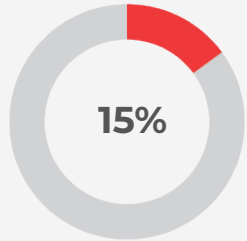
Companies with between one and 50 employees use chatbots more than others (Think Relay) because it frees up a valuable resource – time!

There is a window in the customer journey where you can solve their problem, but any barrier may cause them to look elsewhere. If they can't find an answer a chatbot will give them a simple solution instantly. If they need to phone or email you, they may well just look elsewhere.

As with so many of our services, a chatbot gives you the illusion of scale. You can't do everything single-handedly but by utilizing our tech solutions you can appear larger and more established, even if you are a one-person operation that is just getting started.

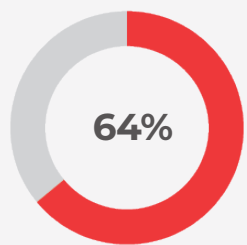


SOME STATS ABOUT CHATBOTS:



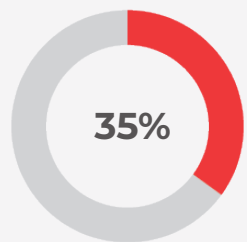
15% of people have used chatbots to communicate with a business.

[Source: Drift]



64% of businesses believe that chatbots will allow them to provide a more customized support experience for their customers.

[Source: Statista]



35% of consumers would like to see more businesses incorporating chatbots.

[Source: Ubisend]

64% of internet users say 24-hour service is the best feature of chatbots.
(Drift)

Chatbot creation can help you build and maintain great customer relationships. Get in touch with us today and we will be happy to assist you.

