

GLOBAL CUSTOMER SUPPORT

CHATBOTS

\$8BN

WORLDWIDE, CHATBOTS WILL GENERATE OVER \$8 BILLION IN SAVINGS BY 2022. (JUNIPER RESEARCH)

2.5 BILLION HOURS PROJECTED TIME SAVINGS FOR BUSINESSES AND CONSUMERS FROM CHATBOTS BY 2023. (JUNIPER RESEARCH)

2.5 BN HOURS

195

PEOPLE FROM 195 COUNTRIES USE ONLINE CHAT TO START CONVERSATIONS ON BUSINESS WEBSITES. (DRIFT)

OVER 50% OF CUSTOMERS EXPECT A BUSINESS TO BE OPEN 24/7. (ORACLE)

50%

77%

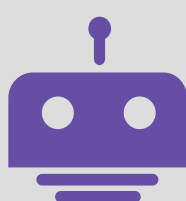
77% OF CHATBOTS ASSIST AFTER-SALES AND CUSTOMER SERVICE OPERATIONS. (ACCENTURE)

55% OF USERS SAY THEY ENJOY GETTING QUICK RESPONSES TO SIMPLE QUESTIONS FROM A CHATBOT. (DRIFT)

55%

41%

41% OF PEOPLE STARTING ONLINE CHAT CONVERSATIONS WITH BUSINESSES ARE C-LEVEL EXECUTIVES. (DRIFT)



#ULTIMATEINSIGHTS