

AI ENHANCING THE CUSTOMER EXPERIENCE



49%

PERCENTAGE OF CUSTOMERS THAT WILL SHOP ONLINE MORE FREQUENTLY WITH AI.



62%

PERCENTAGE OF BUSINESSES USING AI IN CUSTOMER SERVICE

★ 8 USE CASES ★



SMART EMAIL CONTENT CURATION

AI records email and browsing history to create personalized emails.



PERSONALIZED ORDERING

Customers can access accounts and place orders through facial recognition technologies.



AI POWERED CHATBOTS

Chatbots streamline the sales process and answer customer questions on demand.



AI-ASSISTED CUSTOMER INSIGHTS

AI enables company to display most relevant content to customers.



ENHANCE SALES AGENTS

AI can augment sales agents to make them even more knowledgeable.



IMPROVE CONTACT CENTERS

AI can automatically engage in 'conversations' with consumers and manage transactions.



DYNAMIC PRICING

AI enables companies to deliver tailored pricing in a timely manner.



SUPPORT PRODUCT DISCOVERY

AI helps consumers search more efficiently for relevant products.

INFOGRAPHIC SPONSORED BY: