

JUPITER AI LABS INC.

We dont deliberate. We deliver.

CHATBOT USE CASES : E-COMMERCE INDUSTRY



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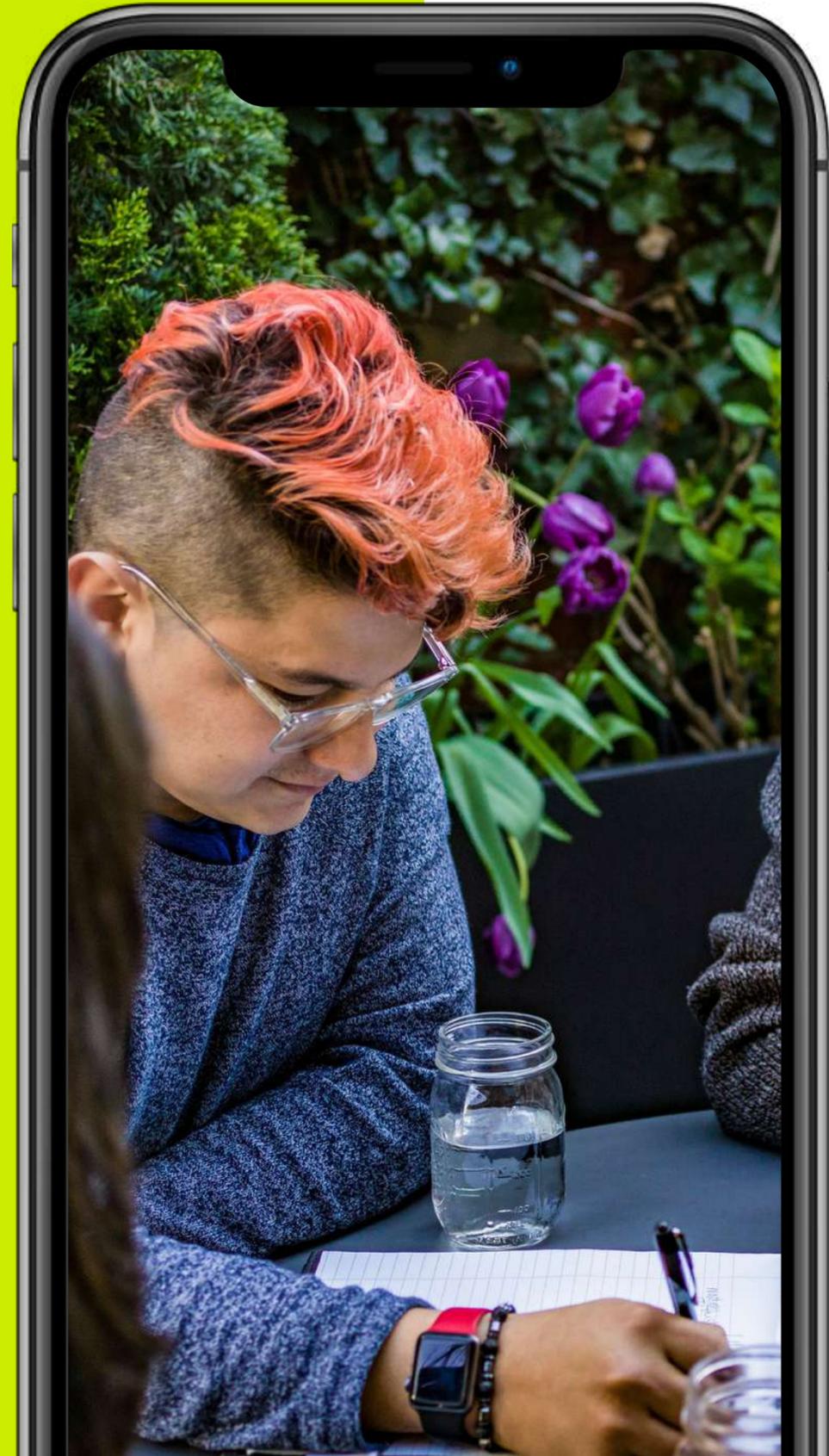


ABOUT THE COMPANY

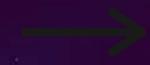
Juppiter AI Labs is a software development company that creates complex business-driven solutions, with a focus on innovation and transparency of actions, guaranteed product delivery, and ongoing evolution.

Our over a decade of experience speaks for itself. Our rates are very competitive and we take pride in giving you a “bang for your buck”.

Our business is 100 percent online, which allows us to provide the best service possible to our clients to ensure quality is met and deadlines are kept. We make software development easy for our clients so that they can concentrate on the rapid growth of their business.



INTRODUCTION





The eCommerce market is growing very fast. Due to high user demand, eCommerce companies have to maintain uninterrupted service 24/7. To full the needs of the customers is one of the most important trends in the online commerce market.

It is extremely difficult to fulfill the demand of the growing customer's needs so businesses using automation in their day-to-day processes.

As a result, we can see a sharp increase in the deployment of AI chatbots in the eCommerce industry where user engagement is crucial. AI chatbots will help to amplify customer-driven and customer-centric practices through conversational chatbot marketing.

CHATBOT AUTOMATION IS KEY IN E-COMMERCE

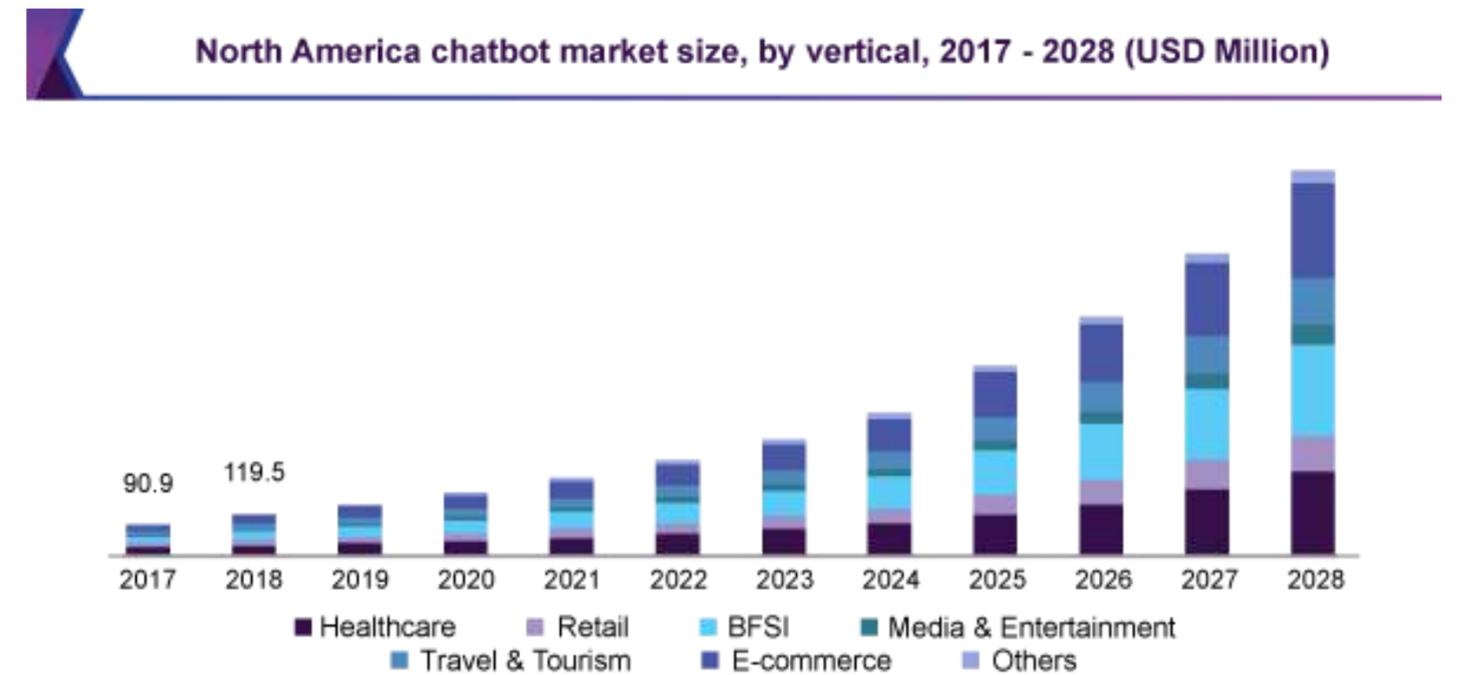




Chatbot is like a virtual agent that delivers more business value than any other average human agent.

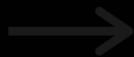
It will take on repetitive tasks by combining a user-friendly UI with RPA (Robotic Process Automation).

Following chart shows at which rate the chatbot market is growing in eCommerce.



Source: www.grandviewresearch.com

REASONS WHY YOUR E-COMMERCE BUSINESS NEEDS A CHATBOT





Enables an interactive communication with the customer. It doesn't just tell things or guides them, but also learns from them and builds a two-way relationship. Chabot interacts with 3 to 6 times more customers than over the email

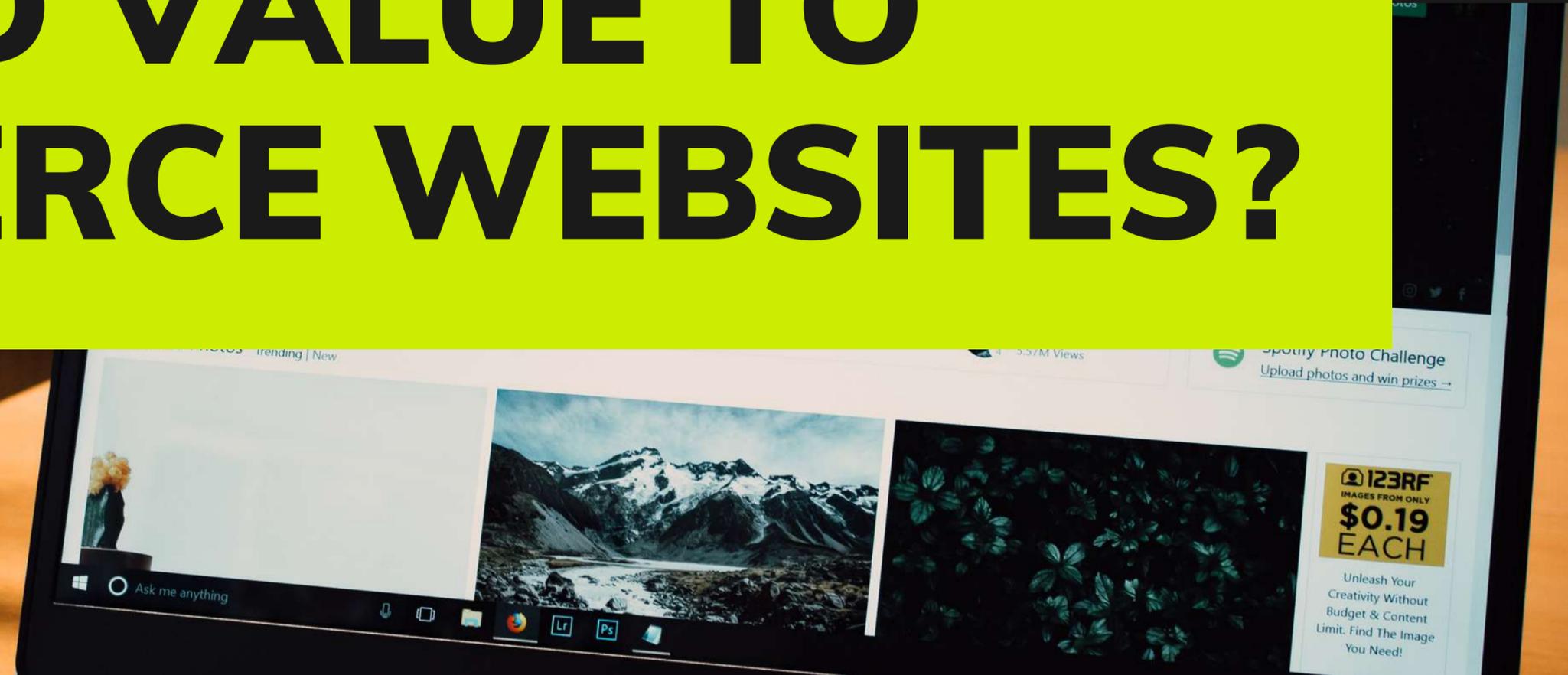
Businesses using chatbot in ecommerce, in the right way, are increasing annual revenue by 10 to 30%. It helps to open up new sales channels - rather than being limited to your business website, you can now display your product catalog, make sales, and collect payments over Messenger and other channels

Chatbot allows you to send content and promotional messages on the touch points to creating a powerful engagement strategy.

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HOW DO CHATBOTS ADD VALUE TO ECOMMERCE WEBSITES?





Have you ever wonder what the leading cause of cart abandonment is? It's unanswered questions.

According to report, 54% of online shoppers will abandon their carts if they do not receive instant answers to their queries.

This means that simply offering email support is not enough anymore and Customers are not going to wait on hold over a phone call. Your customers need answers as soon as the queries arise. Your best bet is to deploy a website chatbot that can answer these questions.

This brings you even more value when your chatbot has a live chat system integrated with it. Now even your customer's most complex queries can be resolved in real-time, saving more carts than ever before

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WHY YOUR BUSINESS NEEDS AI-POWERED SYSTEMS?





Today, many ecommerce companies using Artificial Intelligence and Machine Learning to understand the buying pattern of millions of users.

This insides helps them to build a successful marketing strategy and pitch products to the customers accordingly.

In fact, this kind of growth in eCommerce represents that user has shifted towards such technology enabled AI platforms.

Benefits of Chatbots

You have the freedom to choose for your growth.

The world is progressing through leaps and bounds as new technical innovations are making their way into the market.

Chatbots have been around for a while now and have proven to be a grand success. Well, chatbots definitely seem the right way forward. They aren't anymore looked upon as a luxury but as a necessity for companies.

Still unable to decide whether to opt for a chatbot or not?

Well, here are the top benefits of a chatbot that'll provide you reassurance about its utility!



Round the clock availability

Benefits of Chatbots for your company

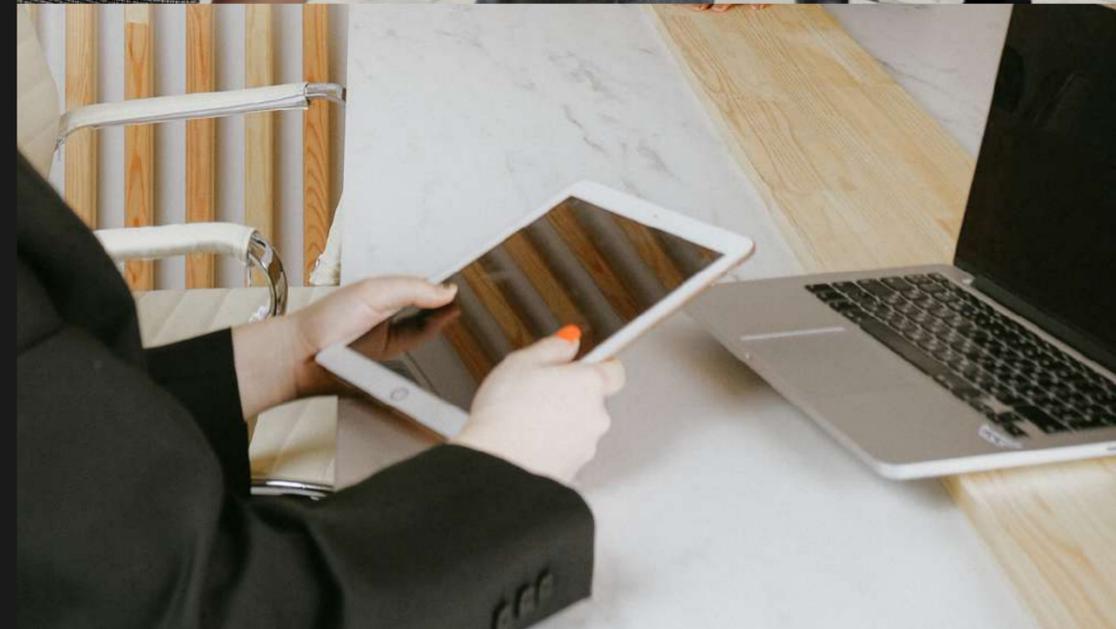


Round the clock availability

Chatbots are available to answer client queries round the clock tirelessly.

On the other hand, human beings would have to work in multiple shifts to ensure round-the-clock service. Hence, a chatbot is comparatively more reliable to provide 24 hours technical assistance to clients and consumers.

The maintenance of a 24 hour streamlined communication pipeline makes it convenient to operate internationally as the time lag is nullified.



A high-angle photograph of two people sitting at a wooden desk. One person is using a laptop, and the other is holding a coffee cup. A large yellow rectangular box is overlaid on the center of the image, containing the text 'No waiting period' in bold black font.

No waiting period

Benefits of Chatbots for your company



No waiting period

Human response could take a considerable amount of time.

Using a chatbot to respond to queries shuns the waiting period due to the immediate nature of the responsiveness of the chatbot.

Reducing the response duration enhances the trust of consumers and established trust among the consumer community.



Programmable answers

Benefits of Chatbots for your company



Programmable answers

Chatbots always have a scope for improvement as we can add new questions and answers to its glossary.

With time, the chatbot would be able to answer an increased number of customer queries!



Diminished possibility of errors

Benefits of Chatbots for your company



Diminished possibility of errors

Humans are prone to make errors, however, the possibility of machines making an error is almost null.

Hence, using a chatbot shuns the possibility of any probable errors while answering queries and provides error-free answers.





**No involvement of
human emotions**

Benefits of Chatbots for your company



No involvement of human emotions

While answering customer queries, humans could often get overboard and irritated by repeated questions.

The answers provided by humans could also be impacted by their personal emotions and thoughts.

On the other hand, chatbots can never get irritated due to recurring queries and hence provide composed answers every time.



A background image showing three people (two men and one woman) sitting at a conference table in a modern office setting, looking towards the right. A person's hand is visible in the foreground, pointing at a tablet displaying a dashboard.

Personalization

Benefits of Chatbots for your company



Personalization

As a company, you can define a set of questions and answers considering the queries regularly received from consumers.

Hence, chatbots can respond to various questions of consumers without bothering them or interfering in their personal life.



A background image of a modern office space with brick walls and large windows. Several people are seated at wooden tables, working on laptops. A woman with red hair is in the foreground, looking at a laptop screen that displays "85.00%".

Cost-effective

Benefits of Chatbots for your company



Cost-effective

Employment of call center agents to answer consumer questions could be an expensive affair.

On the other hand, the usage of a chatbot is a one-time investment and can suffice for the long term! Moreover, chatbots do not need any sort of training and can be updated at regular intervals!

Usage of chatbots will avoid paying recurring wages to call center agents.

Hence, chatbots are a much more budget-friendly solution!



A top-down view of two people sitting at a round, light-colored wooden table. They are both using blue laptops. Their hands are visible on the keyboards. A bright yellow rectangular banner is overlaid in the center of the image, containing the text "Upscale of the sales".

Upscale of the sales

Benefits of Chatbots for your company



Upscale of the sales

According to statistics, the sales before and after the implementation of chatbots have a huge difference.

Sales of companies have increased exponentially upon the implementation of chatbots.

Chatbots' immediate assistance helps answer queries immediately and in turn, provides great reassurance to consumers!



A photograph of a diverse group of business professionals in a meeting room. They are seated around a white table with laptops and tablets. Large windows in the background show a cityscape. A bright green rectangular box is overlaid on the center of the image, containing the text "Enhanced interaction and reach".

Enhanced interaction and reach

Benefits of Chatbots for your company



Enhanced interaction and reach

Human-driven marketing campaigns are now old school.

With the sudden rise in popularity of chatbots, chatbots are being implemented in marketing campaigns and lead generation as well.

Chatbots can reach out to a greater audience and at a quicker pace.

Hence chatbots are a very useful method of increasing the reach and resultantly increasing brand awareness!



Easier to record client queries

Benefits of Chatbots for your company



Easier to record client queries

Data analysis is another important field that helps understand consumer behavior.

Obtaining data from consumers becomes simple. Using chatbots, the client queries can be recorded and hence understanding problems faced by consumers becomes simpler.

Hence, using chatbots is also an efficient feedback mechanism to understand customer specific problems and provide them seamless technical support!



Conclusion





eCommerce chatbot always help to delight their customers with an unparalleled experience. On the other end with traditional tools of engagement, it eventually results in average customer satisfaction.

Chatbot marketing is quite useful for good customer experience and satisfaction rate. eCommerce businesses often struggle with improving customer experience. This is mainly because unhappy customers are unlikely to return to business and make a purchase again. So, it's important to understand if a customer is happy with the business services or not.

Conversational Chabot marketing opens a door for customers to express what they're feeling so businesses can understand and empathize with their customers.

It is extremely important to get the feedback of the users and customers. It can help to detect the weak points in the chatbot conversation flow that may include incorrect answers, unclear conversation design, repetitive responses, and knowledge gaps.

Your eCommerce business can reach new heights with Jupiter Ai Labs inc.

We'd love to hear from you.

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A photograph showing two people from the chest down. The person on the left is wearing a brown jacket and holding a red smartphone. The person on the right is wearing a white shirt and a brown scarf, holding a black smartphone. Both are looking at their phones.

“Artificial Intelligence is a tool, not a threat.”

Rodney Brooks