

# AI CHATBOT: MEET YOUR AUTOMATED CUSTOMER SERVICE AGENT



## AN EXAMPLE OF YOUR CUSTOMER'S NEW AND IMPROVED PURCHASE JOURNEY

- 01** Ellen visits your website and the Bot answers her questions about the most popular tours.
- 02** Ellen comes back to the website with questions about cancellation policies, and the Bot answers them and directs her to checkout.
- 03** Ellen purchases a tour on the website.
- 04** Ellen receives her pre-trip SMS and texts back asking where she can park. The Bot lets her know where the best spots are.
- 05** Ellen receives her post-trip SMS with an online review request to leave a review of her tour.

### FEATURES & CAPABILITIES OF YOUR CHATBOT

#### Website and SMS based ChatBot

Facebook Messenger coming soon.

#### Automated & personalized responses to customer FAQs

Upfront training allows us to personalize your Bot.

#### Seamless relay to a human when the customer asks for you

If the Bot gets stumped, it's a direct relay to any phone and/or email.

#### Answers customers' questions if they respond to pre-trip SMS

~15% of customers respond to the pre-trip SMS; now the Bot can respond back.

#### Custom branding for your business

Brand your Bot to your liking from name, colors, small talk responses and more!

#### Our natural language processing means your Bot only gets smarter over time

One of the first instances of artificial intelligence for tour operators.

#### Drives more sales by providing timely customer service at any time of the day

The Bot increases your online conversion rate and saves you time by cutting down the number of offline conversations.