

Conversational AI: The stats you need to know



PROJECTIONS FOR 2022

\$8 B

Generated global cost savings by chatbots (Juniper Research)

75%-90%

Queries will be handled by chatbots (CNBC)

90%

Success rate in bot interactions (Juniper Research)

CUSTOMER EXPECTATIONS ARE ON THE RISE

82%

Of customers expect an immediate response when they have a sales related question (HubSpot)

90%

Of customers expect an immediate response when they have a customer service question (HubSpot)

THE DEMAND FOR CONVERSATIONAL AI IN FINANCE IS SURGING

Conversational AI can help financial services providers increase sales, serve customer needs, collect debt and premiums, and redirect the case to a live agent if required. This improves work efficiency and allows employees to focus on other core areas.

Save time

For every query that a chatbot handles, financial service providers save 4 minutes of an agent's time (Juniper Research)

Reduce costs

Translating to a cost saving of \$0.70 per query (Juniper Research)



FinChatBot develops conversational AI solutions to help financial service providers acquire and retain customers while reducing operating costs.

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