

Cognitive Computing and Chatbots

Gartner estimates that by 2020, customers will manage **85%** of their relationship with a business without interacting with a human.

44% of US consumers want chatbots over humans for customer relations

Source: Aspect Software Research

Chatbots expected to cut business costs by **\$8 billion** by 2022

– Juniper Research



Tech Mahindra's point of view

Chatbot is one of the low hanging AI fruits that can deliver exceptional business value without high risk or implementation costs. However, a well thought out chatbot strategy is needed to address the various chatbot challenges and achieve a successful implementation