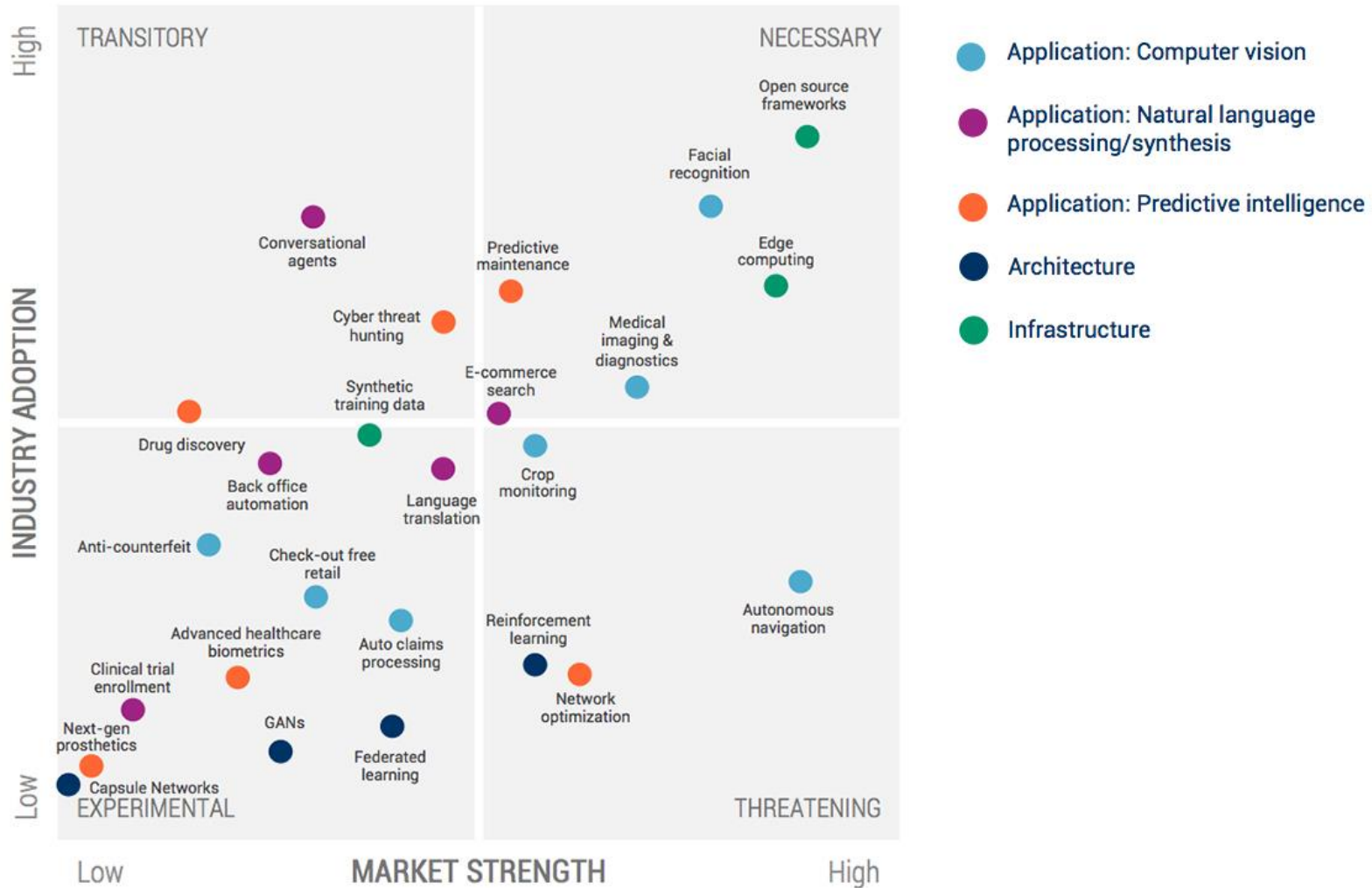# Context To Call

Overview

Overview

Business Problem and Industry Need

Solution

Features
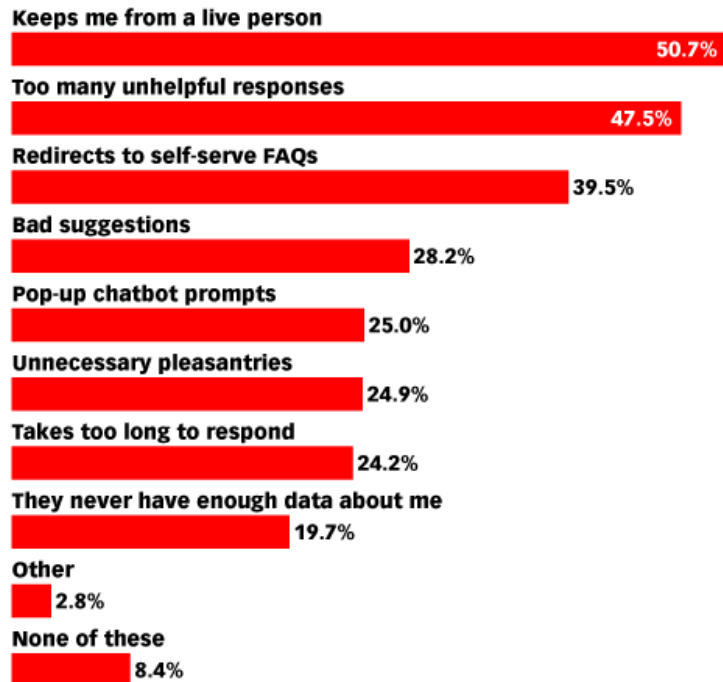
Benefits

Where is AI heading?

Trends and Challenges

Challenges of Using Chatbots According to US Internet Users, May 2018
% of respondents

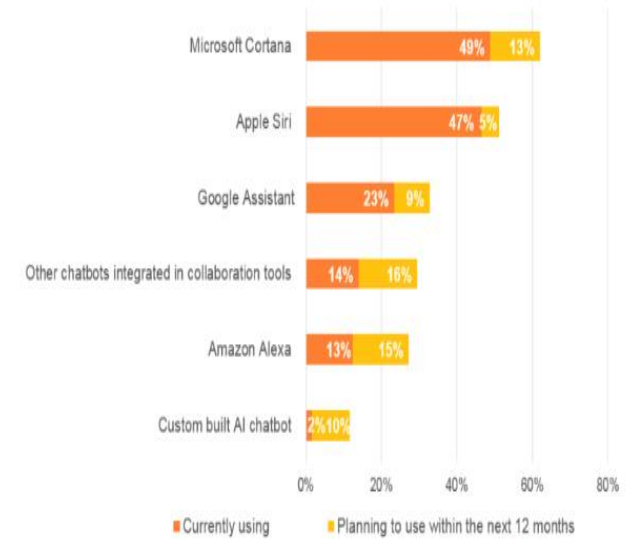|	
Keeps me from a live person	50.7%
Too many unhelpful responses	47.5%
Redirects to self-serve FAQs	39.5%
Bad suggestions	28.2%
Pop-up chatbot prompts	25.0%
Unnecessary pleasantries	24.9%
Takes too long to respond	24.2%
They never have enough data about me	19.7%
Other	2.8%
None of these	8.4%

Note: ages 18+
Source: Helpshift, May 31, 2018

238508   www.**eMarketer**.com
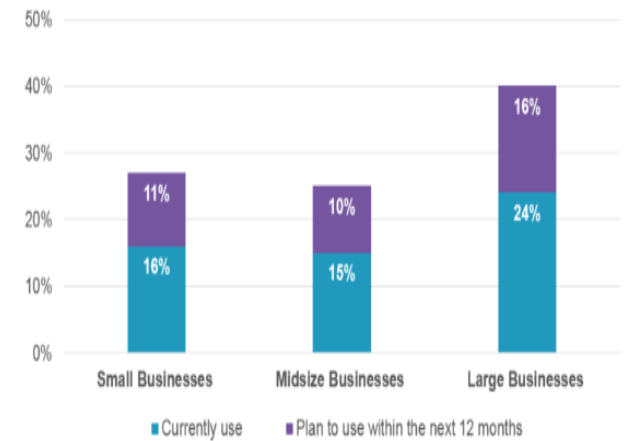

Intelligent Assistant / Chatbot Implementation Plans in Organizations
Among organizations using or planning to use intelligent assistants / chatbots in the next 12 months

	Currently using	Planning to use within the next 12 months
Microsoft Cortana	49%	13%
Apple Siri	47%	5%
Google Assistant	23%	9%
Other chatbots integrated in collaboration tools	14%	16%
Amazon Alexa	13%	15%
Custom built AI chatbot	2%	10%

spiceworks

Intelligent Assistant / Chatbot Adoption By Company Size

	Currently use	Plan to use within the next 12 months
Small Businesses	16%	11%
Midsize Businesses	15%	10%
Large Businesses	24%	16%

spiceworks

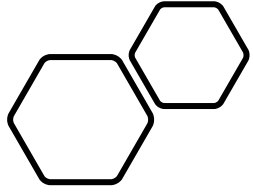# Problems faced by customers:

Customers must go through a lengthy and time-consuming process to connect with the appropriate customer service representative

Are put on hold for long period of time

Calls can sometime last up to 1hour or more to get the issue solved

Version 1.0 Features:

- Enable your customers to make a call and connect with the appropriate customer service representative

- Send an SMS to customer service representative

- Send an email to customer service representative

- Get insightful reports about your customer service

All of this will be possible right from your website
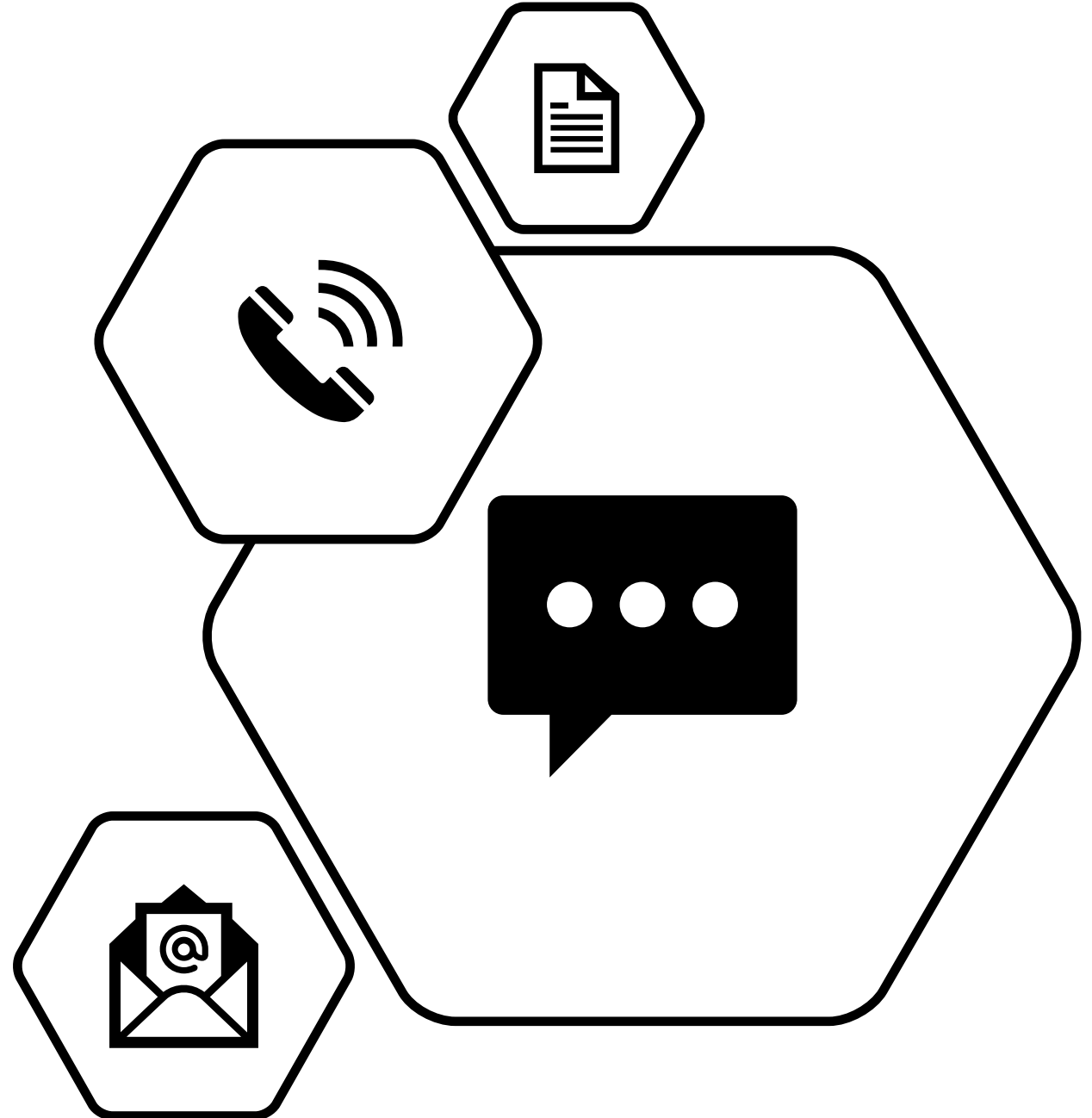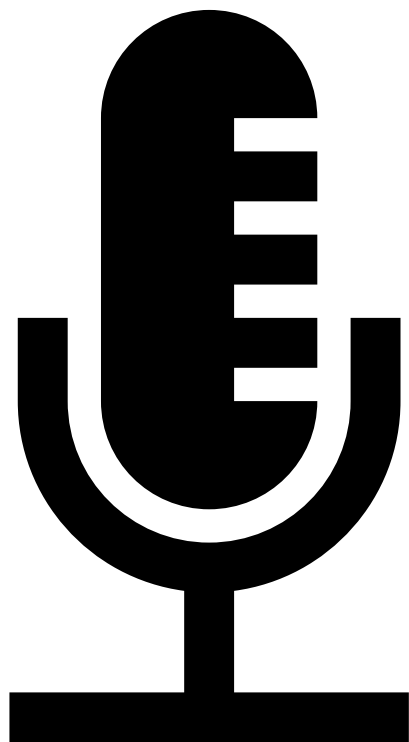
Upcoming features

- Chatbot development service
- C2C integrated with your chatbot, email, and voice assistance devices
- Calendar plugin
- Scheduling plugin
- Call recording
- Real-time transcription
- Sentiment analysis and Natural language understanding
- Format, carrier, and caller lookup.
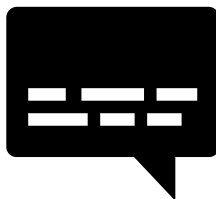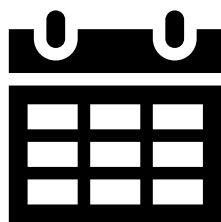
HOW C2C SOLVES THE ISSUES:

Connects your customers with the appropriate customer service representative in one click

Shortens the long IVR process

Reduces the time taken to solve the customer's issue

Detailed reports on customer interactions – empowering you to take impactful decisions.