QBurst

**3** Enterprise
**Chatbot Solutions**
**Using Gen AI**

> *"Generative models are changing the way we think about machine intelligence and creativity, and have the potential to transform industries from media to finance to healthcare. "*
>
> **– Oriol Vinyals, Google Research Scientist**

Not long ago, businesses relied on phone calls, in-person assistance, and ticketing systems to provide customer support. For customers, this meant long wait times, interactions with multiple agents, or complex website menu navigation.

Generative AI chatbots are changing the game, making support faster and more efficient. These clever bots are not just for answering customer questions; they are reshaping how businesses interact with customers, employees, and partners.

Unlike the older generation of chatbots which had limited conversational capabilities, generative AI chatbots leverage natural language processing (NLP) and advanced machine learning algorithms to understand and respond to users.  Their ability to learn, adapt, and generate personalized responses enables them to handle complex queries, retain context over time, and offer highly relevant, tailored interactions. Additionally, they can continuously improve from user feedback, making each conversation more effective and satisfying for users.
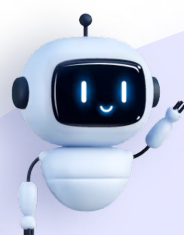
64% of agents say AI chatbots help them focus on complex issues by automating routine tasks.

*(Source: Zendesk, 2020)*

30% reduction in customer service costs through chatbot automation.

*(Source: Gartner, 2021)*

55% of customers prefer using AI chatbots for quick communication with brands.

*(Source: Accenture, 2021)*

Chatbots can handle up to 80% of routine customer inquiries, improving efficiency and response times.

*(Source: IBM, 2021)*

# Why Gen AI Chatbots

### Personalized Experience

As the AI chatbot interacts with users, it learns from each conversation, improving its responses over time. It can remember previous interactions, preferences, and customer-specific details, and tailor its suggestions to meet individual needs.

### Operational Efficiency

From tracking orders to processing customer service tickets and handling payment inquiries, AI chatbots take care of tasks that would otherwise consume a lot of human effort. This automation reduces response times and streamlines operations by eliminating bottlenecks.

## Data-Driven Insights

AI Chatbots gather valuable data from customer interactions. By analyzing this data, businesses can gain insights into common issues and customer behavior. This data can inform decision-making, from improving products and services to fine-tuning marketing strategies.

## 24/7 Availability

Unlike traditional customer service, which is limited by business hours, AI chatbots are available 24/7, meaning they can respond to customer queries at any time of day or night.

## Self- Service

Self-service options enable users to resolve common issues on their own, such as checking account balances, scheduling appointments, troubleshooting problems, or finding information quickly—without needing direct assistance from a human representative.

## Cost Efficiency

Managing high volumes of customer inquiries typically requires a large team of agents, which can be costly and difficult to scale. AI chatbots provide a cost-effective solution by automating routine tasks and handling multiple conversations simultaneously.
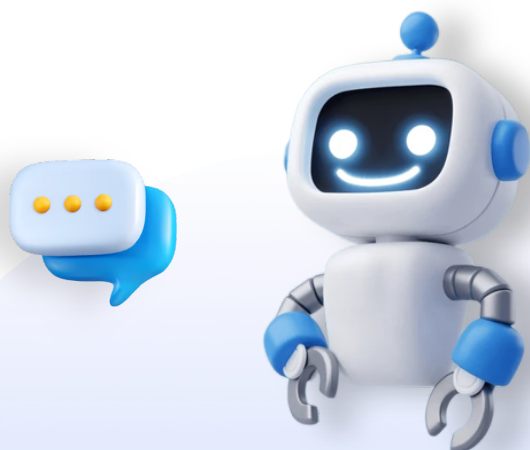
# Industry-Specific Solutions

At QBurst, we leverage our expertise in Generative AI to design custom chatbot solutions that meet the unique needs of your business. From automating customer inquiries to providing personalized recommendations, we can help your business achieve new levels of operational efficiency and customer satisfaction.

## Complaint Resolution Bot for Property Managers

Property managers juggle a lot of requests—from urgent repair needs to addressing safety concerns and maintenance issues. Prioritizing and resolving complaints can be overwhelming. The Complaint Resolution Bot uses Natural Language Processing to analyze issues. If an issue is simple and manageable, the AI chatbot offers easy-to-follow instructions to resolve it. In case of complex queries, it escalates them to the right team. It works 24/7, ensuring tenants get timely responses.

**Key Benefits:**

- Faster Maintenance Issue Resolution
- Improved Tenant Satisfaction
- Actionable Insights from Data
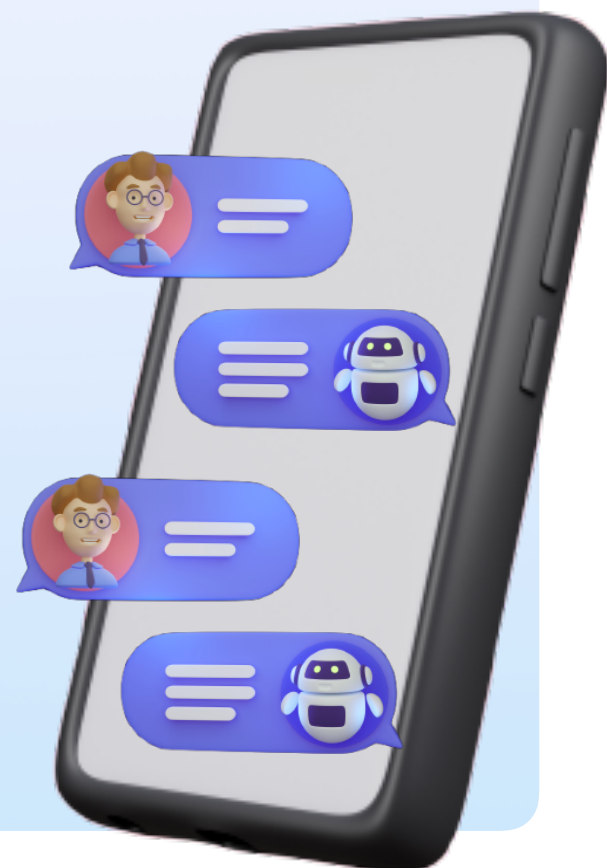
# Personalized Styling and Recommendation Bot for Retail

E-commerce retailers face the challenge of personalizing the shopping experience for each customer. The Personalized Styling Bot offers tailored outfit suggestions based on past purchases, preferences, and body types. It seamlessly integrates with e-commerce platforms, offering customers the best shopping experience while reducing returns and increasing satisfaction.

**Key Benefits:**

- Personalized Stylist Recommendations
- Reduced Returns
- Improved Customer Loyalty

# Employee Assistant Bot

The Employee Assistant Bot, powered by Retrieval-Augmented Generation (RAG) and a Large Language Model (LLM), provides employees with quick access to company resources—be it HR guidelines, IT troubleshooting steps, or company policies—and provides contextually relevant responses. This ensures employees get quick answers without relying on HR or IT support teams.

## Key Benefits:

- Improved Employee Satisfaction
- Faster Issue Resolution
- Greater Efficiency