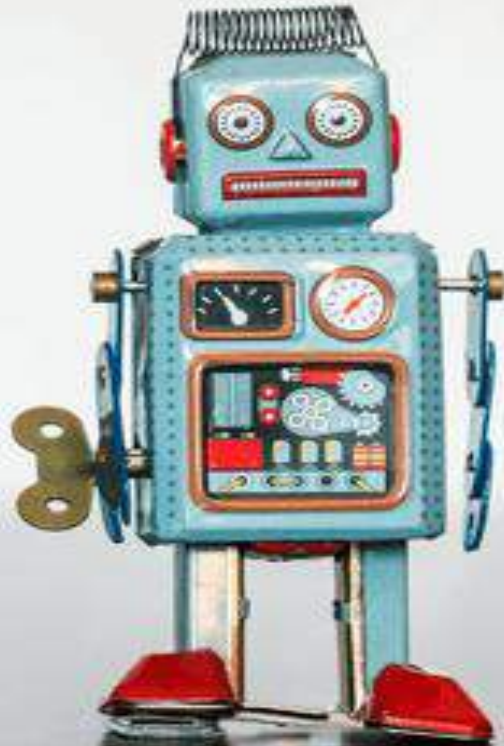


How Chatbot Will Redefine Your E-commerce Business

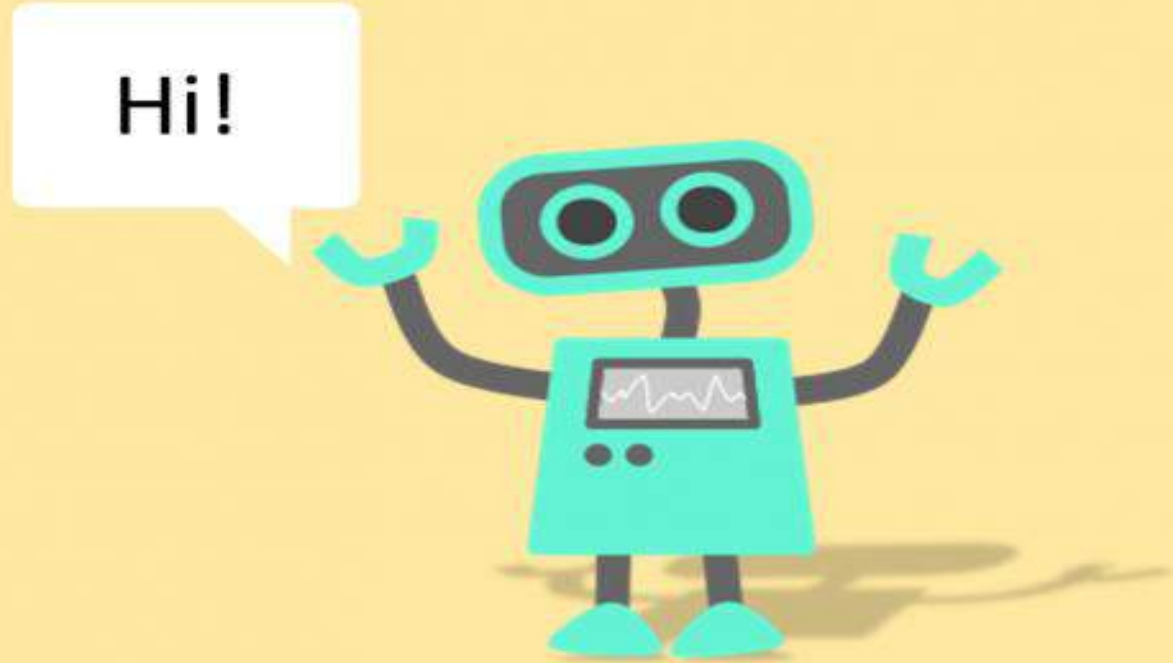


Nowrid Amin
(Digital Marketing & Innovation
Strategist, IQI Global)

What is Chatbot?



Rise of Chatbot



Chatbot in Malaysia

Malaysia Airlines
AA
Hong Leong Bank
IQI Global
SCB

*Hello,
What can i help you with*

*Search
nearby restaurant*

What They Are Saying?

MHchat

This interactive bot allows Malaysia Airlines passengers to make bookings, pay for the tickets and retrieve their flight itinerary all within the messaging app with no human involved. Through the integration of AI, the bot delivers an experience just like with a live customer service agent, said Pohlschmidt.

HALI, is powered by Hyperlab which specialises in artificial intelligence (A. I.) powered chat, voice and search products. The chatbot developed for HLB is set to assist two main core support functions – Human Resource and Branch Operations. It will take over in answering staff queries on policies and procedures, a function previously undertaken by staff members from the two divisions.

Hong leong Bank

Built with a knowledge bank of 700 commonly asked questions, 140 attachments and a listing of 800 panel clinic and examiners, Sara responds to agents' enquiries as quickly as within 3 seconds - all done through Facebook Messenger.

Currently, Sara is able to provide answers to a number of topics such as those relating to customer on-boarding and the insurer's AIA Vitality programme. Agents can also request Sara to send them relevant application forms, or help them locate the nearest AIA branch or panel clinic.

AIA

Create Your Own Chatbot!




Chatbot Creating Platforms

Chatfuel



ManyChat

Set Your Chatbot Goal

A top-down view of a wooden desk. In the center is a clipboard with a white sheet of paper. The word "Goal" is written in the center of the paper in a black, cursive font. A silver and blue pen lies diagonally across the bottom left of the paper. To the left of the clipboard is a black smartphone. To the right is a pair of orange-rimmed glasses and a brown USB drive. A small potted plant is visible in the background behind the clipboard.

Goal

Example

Hi, I am looking for a one bedroom apartment in Montreal. My budget is \$500k. I need an indoor parking.

Hi! I'm Roof the real estate bot.
When are you looking to move?

I want to move by the end of February!

Awesome! One of my colleagues
will be with you shortly 😊

Example

     Mark as done

SAT 1:01AM

Hi and welcome to IQI! How can we be of assistance.

Call Us



Want to Join?

It looks like you're asking about joining IQI! We'll get in touch with you as quickly as we can but in the meantime, why not visit the careers page on our website at www.iqiglobal.com/join-iqi. You can of course call us on Malaysia: +60122996155/+60374506655 Philippines: +632 551 9215 Email: hello@iqiglobal.com

Join us link



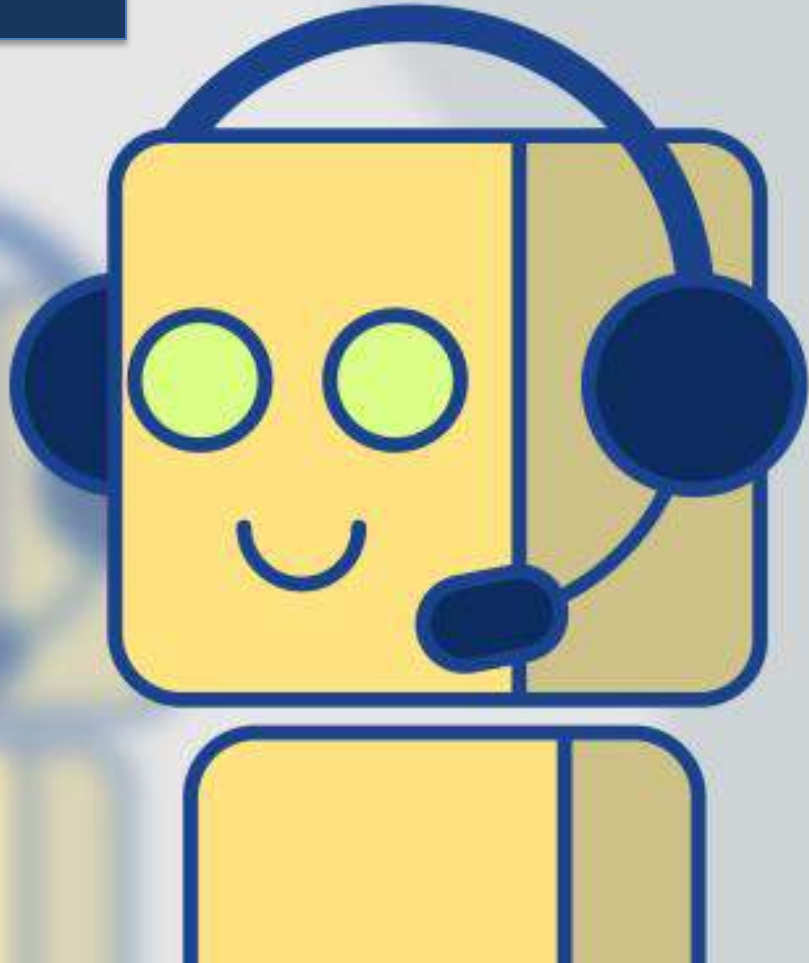
thank you

Welcome. 😊 

How Chatbot is Redefining Your E-commerce Business

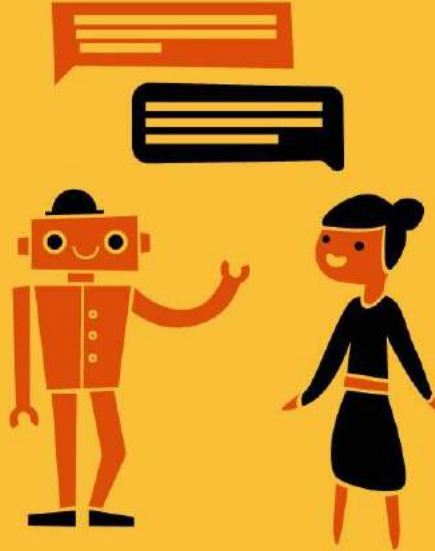


Customer Support



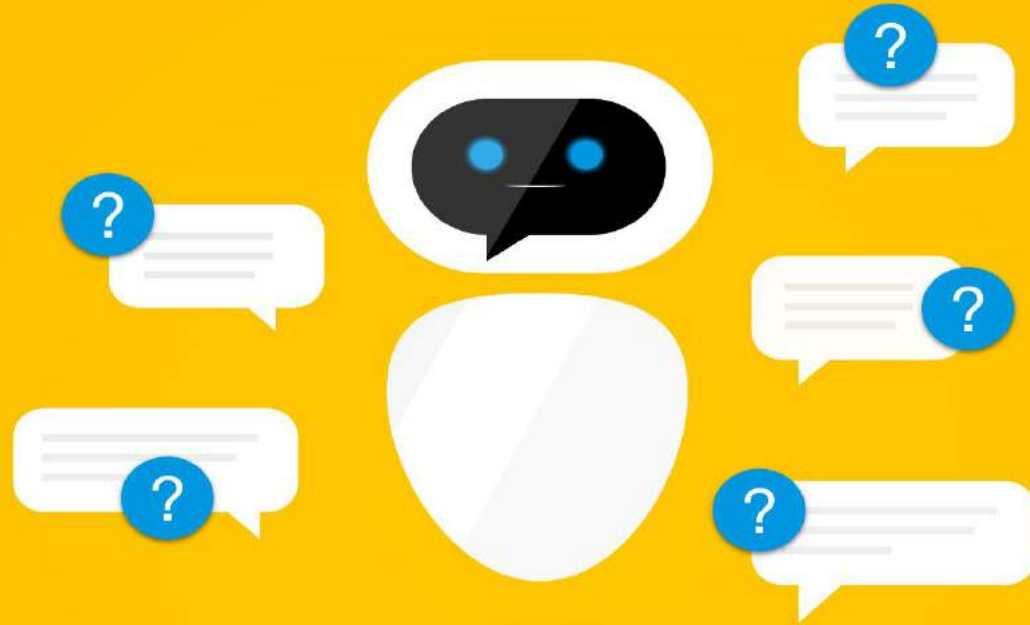
“Customer service is becoming really fast-paced. Consumers want their questions answered immediately”.

Guided Navigation



Instead of searching for your desired item on an eCommerce store, you can simply ask the chatbot to find it for you.

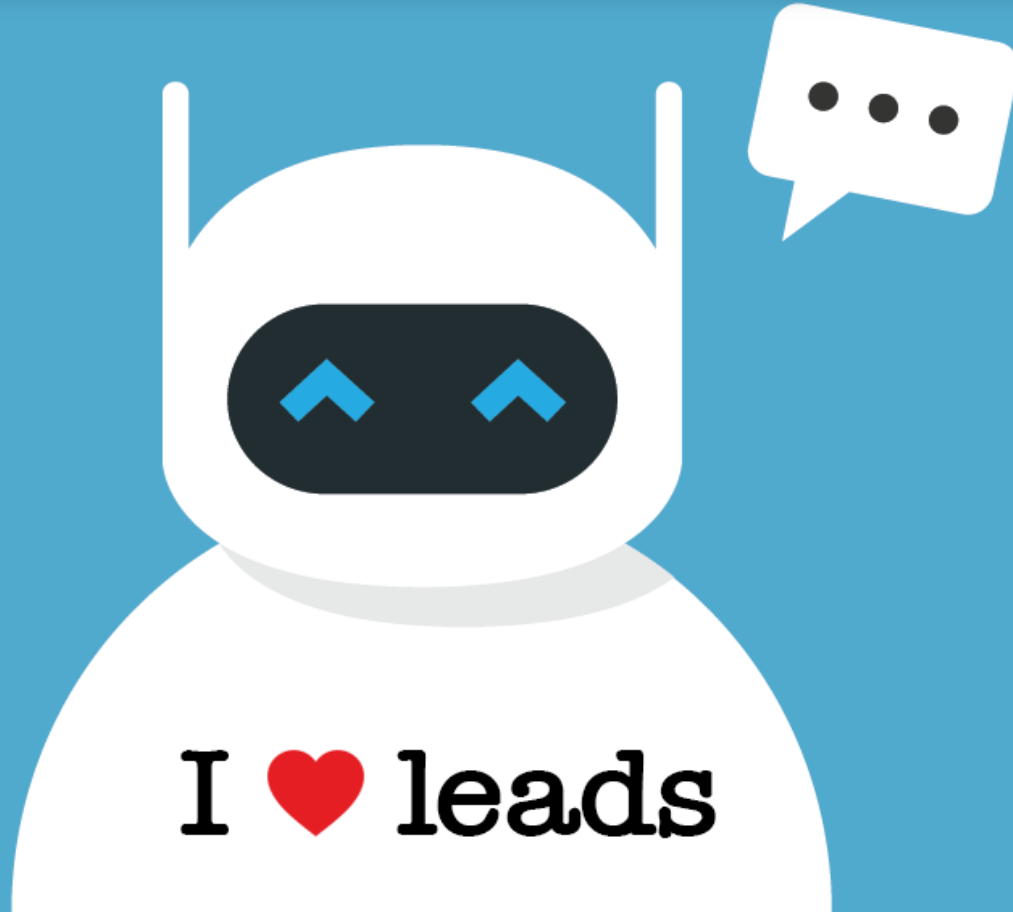
Easy Order Status Enquiry



Here's what we normally do for checking the order status: Click on "my orders", click on "check order status", enter the number and then click on the check status button.

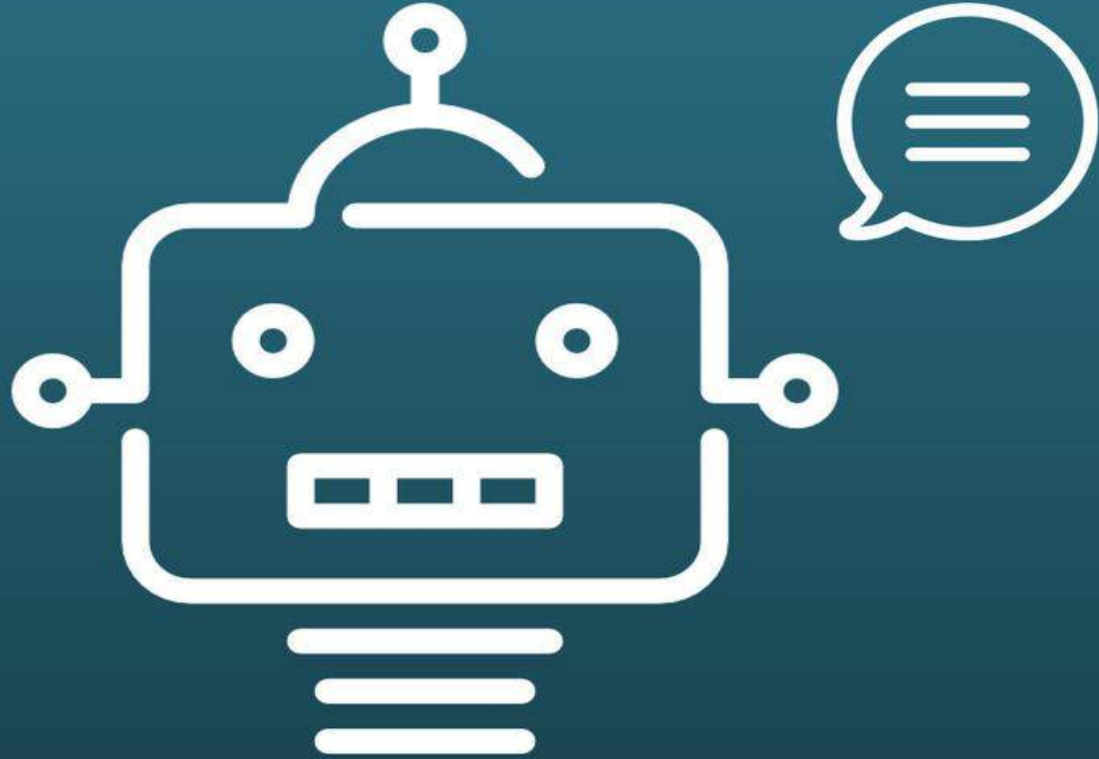
But not with chatbots. All you need to do is just tell the chatbot to "check order status for order number <>." And that's it. It's that easy.

Generate Leads



- **From Subscription**
 - **From Comments**
 - **From Queries**

It Helps You to Make Payment



You can allow users to pay in chat without leaving the environment. It's seamless and convenient and of course, it increases your sale conversion rate.

Work as Live Chat Service in Website



Thank You



Got Queries?

Ask me on

Facebook: Nbwrid Amin

LinkedIn: Nbwrid Amin

Instagram nowrid

whatsapp: +60183285825