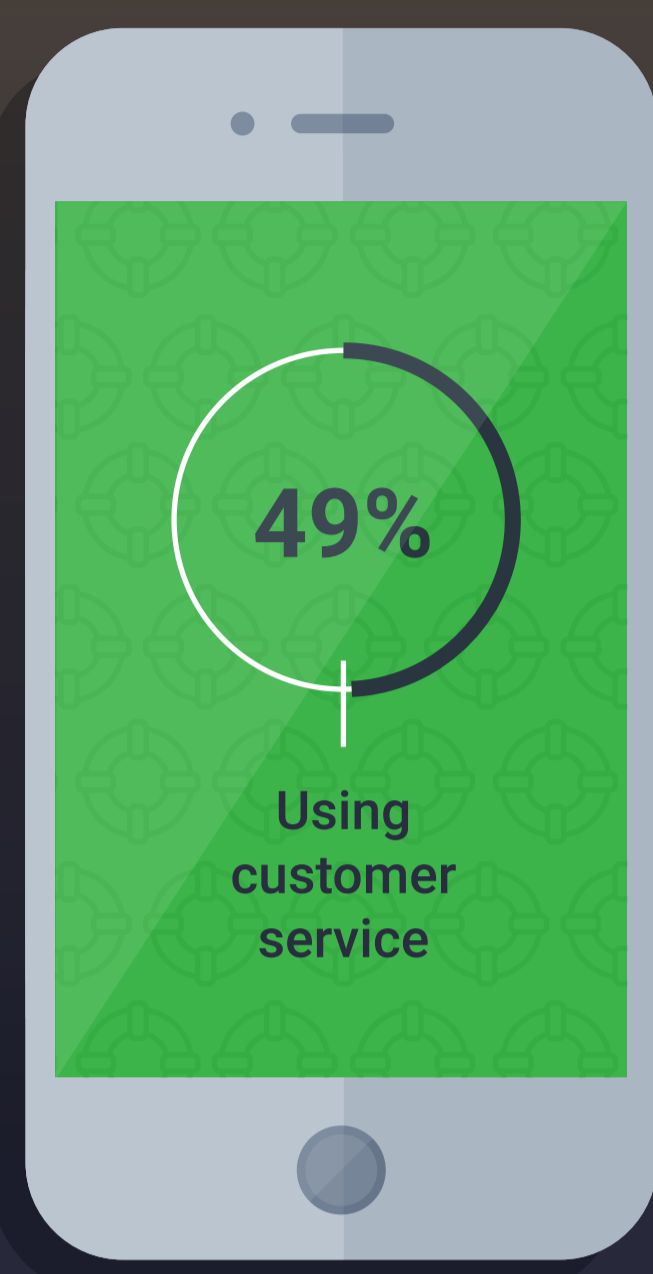


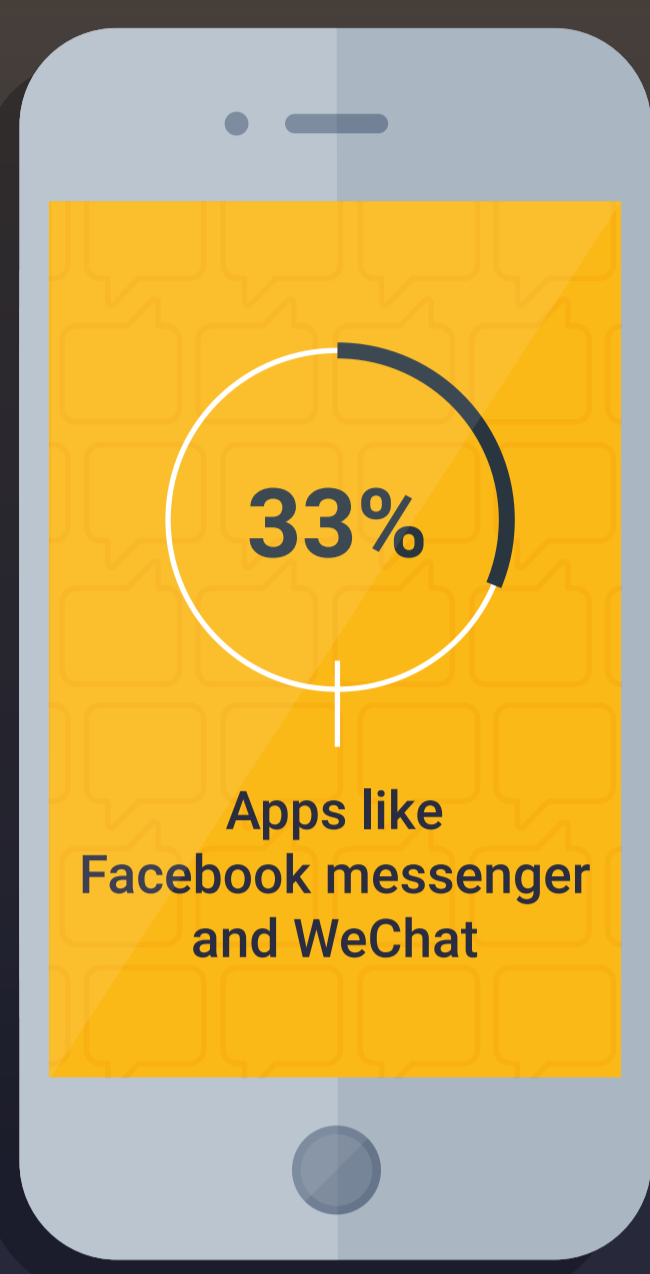
When Americans Love Chatbots

Most Americans have regular interactions with chatbots.

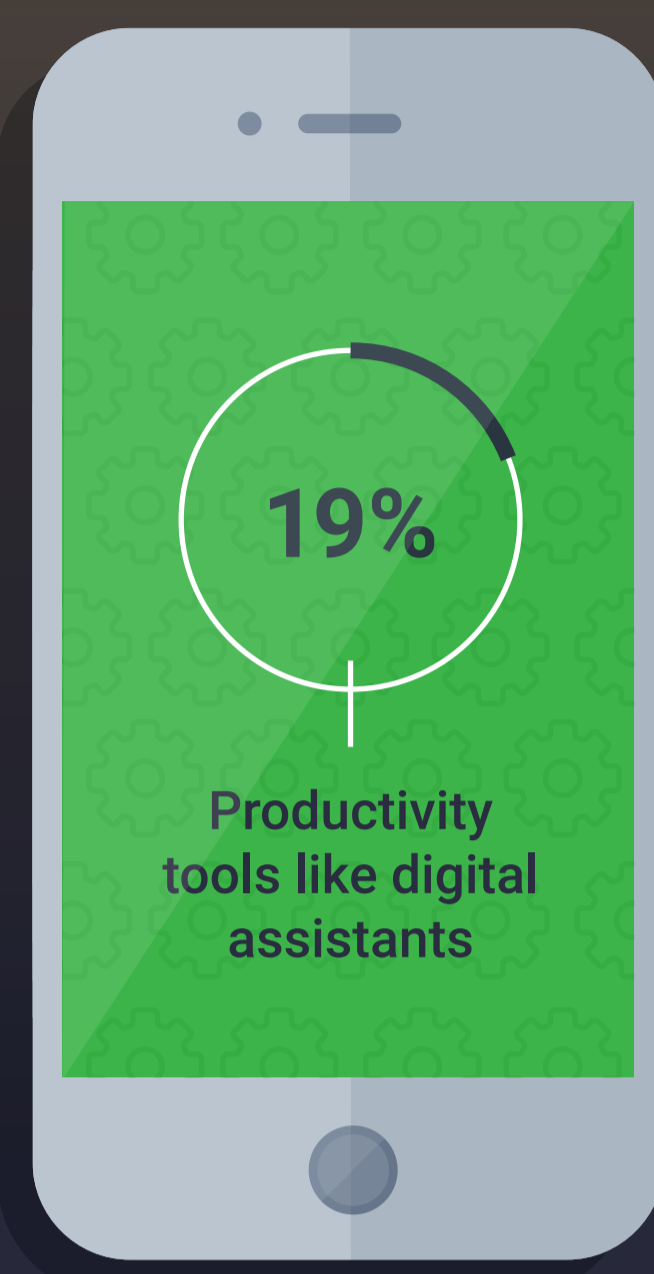
Top reasons include:



01



02



03



1/5

BUT



2/5

Americans (19%) say chatbots are definitely making things better

Americans (40%) say chatbots are helpful but not living up to their full potential

While not all Americans want to have conversations with chatbots, there are many cases in which they would welcome chatbot assistance—for example, if Chatbots:

75%



Made the entire customer service process more efficient

73%



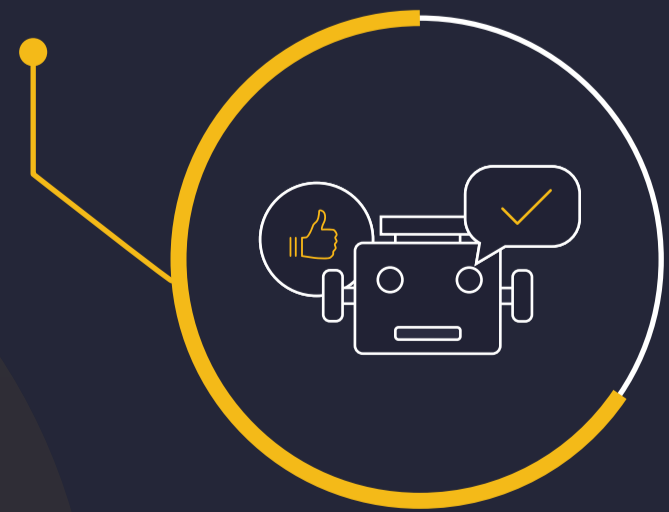
Reduced the time it took to get an agent on the phone

71%



Reduced the time it took to resolve the issue

70%



Resolved issues over instant chat without requiring calls or emails to customer support

67%



Reduced the time it took to explain the problem to an agent