CHATBOT FOR E-COMMERCE

DESIGN – DEVELOPMENT – SUPPORT

ABOUT PROJECT

Our client, a Europe-based e-commerce company, required the development of a chatbot to handle customer queries on their e-commerce store. Their objective was to bridge the gap of personalization that their customers faced in online shopping.

THE REQUIREMENT

- Build an automated personal assistant or a chatbot for e-commerce store
- Provide 24×7 customer support
- Improve online shopping experience
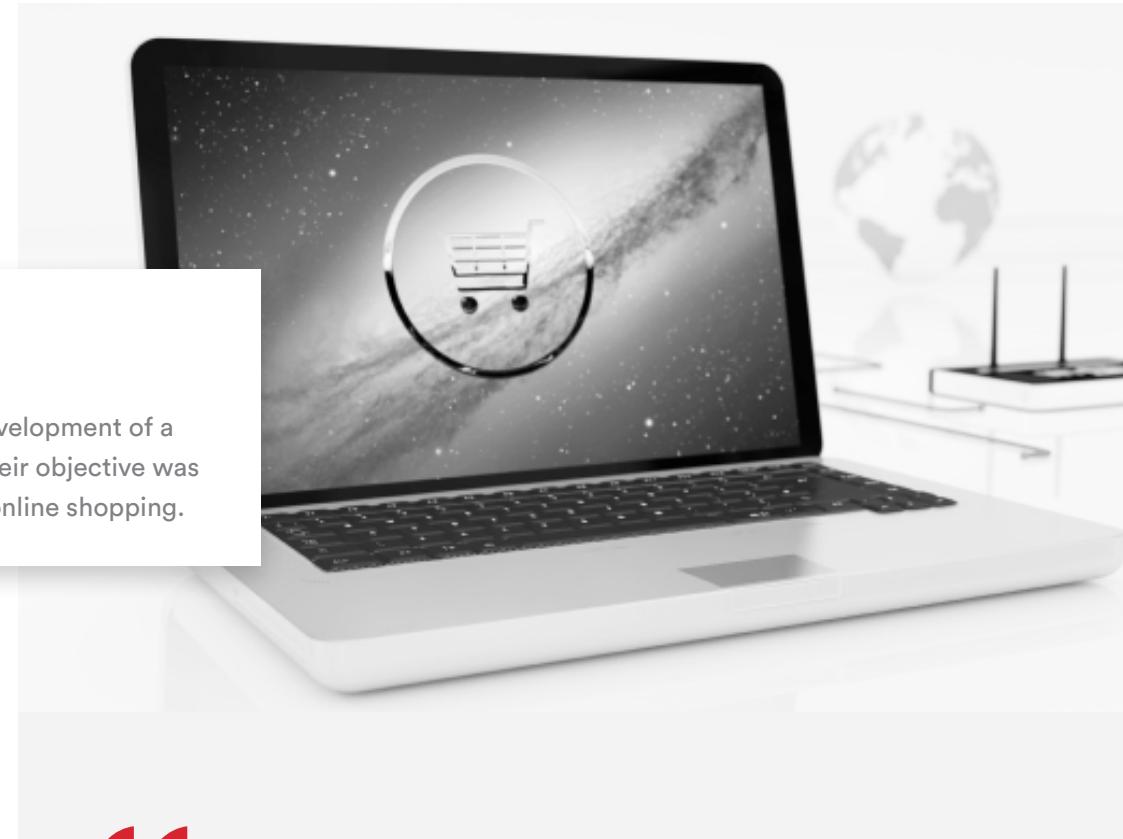
> With the AI-powered chatbot, we helped the client cultivate a personalized online shopping experience and elevate their customer service level.

CHATBOT FOR E-COMMERCE

Industry
E-commerce

Technology
Dialogflow | **Wit.ai** | **Node.JS**

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THE CHALLENGES

- Customizing the chatbot based on the client's requirements
- Integrating Natural Language Processing (NLP) into the chatbot
- Achieving coherence

KEY FEATURES

- Design and development of an Artificial Intelligence based chatbot
- Social media integration
- Implementation of multilingual feature
- Model assessment
- GDPR compliance

THE BENEFITS

Increased customer engagement

Improved sales

24×7 customer service

Cost savings

HELIOS SOLUTIONS