

Chatbots for Your Business

Chatbots are transforming the way that businesses are interacting with their customers and their staff. With the ubiquity of smartphone devices and the establishment of text messaging as the new dominant form of communication, software programs called chatbots have been complementing customer service attendants, ordering systems, apps, and websites to make it easier for humans to communicate with the business.

Imagine that you owned a property management company with full-time employees taking service and payment calls from residents. These employees are expensive, and are often under or over-utilized. Using chatbot technology that is being built in Windsor, a chatbot can help this company by:

- Handling service calls from clients
- Answering billing inquiries
- Tasking maintenance staff

Chatbots can interact through many popular channels such as a phone's text messaging, facebook messenger, and many more. Let's look at a sample chatbot interaction for this property management company:

 Dave (Tenant): Hey. The light bulb outside my unit burnt out.
 Bot: Hi Dave! It sounds like the light bulb outside your unit burnt out. 😊 Would you like me to notify maintenance? <i>*The bot knows that the user is "Dave" because it is pulling Dave's records from the property manager's system.</i>
 Dave: Yeah please. I can't see.
 Bot: Done. We'll get it taken care of. <i>*At this point the bot has initiated a maintenance ticket with the management company, and maintenance staff get notified.</i>
 Dave: Thanks! Oh, also, when will my next rent payment come out?
 Bot: Your next pre-authorized payment will be withdrawn tomorrow.



Dave: Oh shoot. I won't have the money until Friday. Could we delay payment until Friday?



Bot: That's not a problem. We will push back payment 2 days until Friday.



Dave: Thanks!



Bot: My pleasure. 😊

We build custom chatbots for a variety of verticals such as retail, medical, service, property, and many others, and we begin by helping your business identify interaction points that would benefit from a chatbot, either with your customers, internal staff or both, with the goal of delivering real value-adding and cost-reducing interactions for your business.

Splice Digital is one of the few companies in Canada building chatbot technology, and we are located right here in Windsor. If you are curious how your business can benefit from chatbot technology, we would love to hear from you. You can reach us at:

1-866-636-3011 (ext 1) or hello@splicedigital.com.