

eCommerce Book Shop

erda

Business Case

A book shop can use ERDA to improve customer experience and reduce workload.

Imagine a situation where a customer is unsure which book to purchase out of two different options.

Instead of having to wait for a customer service representative to become available, the customer can simply ask the chatbot for a comparison between the two books.

Our AI model, trained on the book shop's data, can provide personalized responses with accurate information about each book.

This leads to increased customer satisfaction, reduced workload for customer service representatives, and ultimately more sales for the book shop.

65%

Bot Deflection

Reducing workload for customer service representatives

35%

Increase

Customer satisfaction
Leading to more sales

30%

Lower costs

By reducing the need for human intervention

100%

Personalized

Responses
Providing accurate information and recommendations to customers