

# JOIN THE CONVERSATION ON **CHATBOTS**



## HOW THE WORLD WILL CHANGE WITH CHATBOTS

# \$20-30BN

The amount spent by tech firms on AI technology in 2016  
(McKinsey<sup>1</sup>)

# \$618

Millennials would spend this much via a chatbot interaction  
(VentureBeat<sup>2</sup>)

# \$0.70

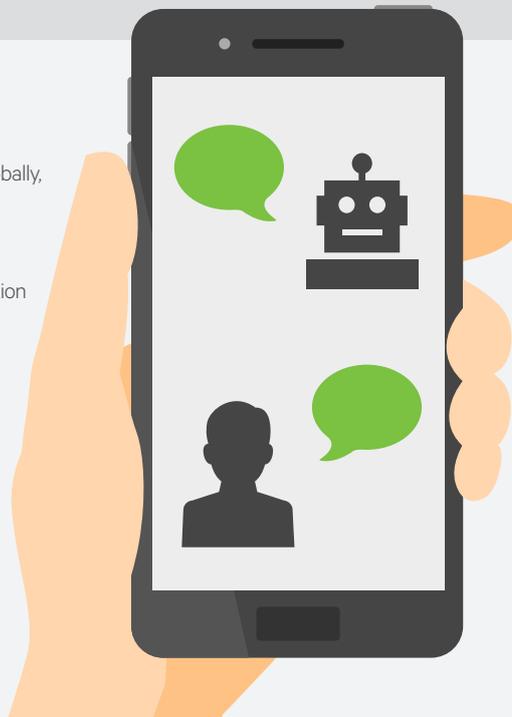
The saving enjoyed by banks using chatbots, per customer interaction  
(Juniper Research<sup>3</sup>)

### GLOBAL EXPANSION

Polyglot bots will help businesses to expand globally, while offering responsive and localised service. As well as offering an extended international workforce, bots can help streamline processes across borders, where instructions and information might otherwise not be easily understood

### SMART SUPPLY CHAIN

Customers today expect products and services to be delivered to them without delay. This is logistically challenging for most businesses. Bots will help by alerting firms to delays, enabling alternative sourcing of products and ensuring everyone in the supply chain is properly informed



### ACCESSIBLE HEALTHCARE

The health sector faces constant resources challenges. Many facilities face limited access to medical experts or cutting edge scientific data. In remote environments and busy urban clinics alike, bots will use AI to diagnose health issues and recommend the optimal treatments

### INCREDIBLE CUSTOMER DELIGHT

Chatbots will offer more than just 24/7 customer service; they will also adapt to our moods thanks to 'emotionally intelligent' software. Many call centres today use automation, but in the future, even subtle changes in our tone of voice will be met with a smart response by chatbots

## THE TECHNOLOGY CHALLENGE FOR CHATBOTS



### BANDWIDTH

Connected and intelligent software chatbots will demand a lot of bandwidth, as they consume data and connect with various systems within the organisation



### EDGE

Edge computing will allow chatbots to provide fast 'decision making' and data processing on site - critical for highly dispersed operations.



### DATA

Data management will be critical in making chatbots a success - but Gartner\* states that 40% of organisations are struggling to create the right data science platform for AI



### SECURITY

Bots will be connected to a vast mine of proprietary corporate information and even confidential personal data. So it's critical they are made highly secure to avoid data breaches

VertivCo.com | George Curl Way, Southampton, SO18 2RY, VAT Number: GB188146827

© 2017 Vertiv Co. All rights reserved. Vertiv, the Vertiv logo and Vertiv Liebert DSE are trademarks or registered trademarks of Vertiv Co. All other names and logos referred to are trade names, trademarks or registered trademarks of their respective owners. While every precaution has been taken to ensure accuracy and completeness herein, Vertiv Co. assumes no responsibility, and disclaims all liability, for damages resulting from use of this information or for any errors or omissions. Specifications are subject to change without notice.

<sup>1</sup> <https://www.forbes.com/sites/louiscolombus/2017/07/09/mckinseys-state-of-machine-learning-and-ai-2017/#2f94fcd275b6>

<sup>2</sup> <https://venturebeat.com/2017/07/31/chatbots-bring-new-income-stream-to-e-commerce/>

<sup>3</sup> <https://www.juniperresearch.com/resources/infographics/chatbots-infographic-key-statistics-2017>

