

Chatbot ROI Report for

An Organization Like Yours

An AI-powered chatbot is the right move for your customer engagement strategy – now you have the proof you need to build your business case. Based on the data you selected in our online calculator, this report paints the full financial picture of the impact a chatbot can have on your organization.



\$140,160

Savings with
a chatbot



111.1%

ROI
in year one



172.9

Payback
period (days)



Virtually

Unlimited

future chat
volume

Benefits of an AI-powered chatbot



Always on

It goes without saying that your chatbot can run 24/7/365 if it suits your customer service philosophy. In fact, you can configure your Comm100 chatbot to work precisely when, where, and how you want.



Ready to serve

For a Comm100 chatbot, simple FAQs are the low-hanging fruit. When you integrate your chatbot with other business systems like CRM and your core operational backbone, it can do whatever you let it.



Ready to grow

Just like human agents, your Comm100 chatbot will learn and grow from its experience serving your customers. Although you may start with a limited scope (as we suggest), you'll quickly find that it's capable of a great deal more.

Your current operations

Here's a summary of what you shared with us about your contact center team in the online calculator. We used this information to calculate your live chat capacity and its labor-related costs on the next page. There's more that goes into the complete story than just labor, but this view gives you a good sense of your resources and associated expenses.

25
of agents

\$40,000
Typical agent annual compensation

\$1,000,000
Total team annual compensation

8 hours/day
Contact center hours

5 days/week **52** weeks/year

12 minutes
Average chat length

3
Concurrent chats per agent



20% Anticipated chat volume growth

Something to consider

Some organizations may consider chatbots as an opportunity to reduce the size of their current human teams. The reality is that there's a bigger opportunity around reducing queues and wait times and ensuring that your human agents are free to focus on the more complex questions. If labor reduction is your goal, talk to a Comm100 associate about doing that without compromising on quality of service.

By the numbers

Your team's chat capacity:

Before anticipated volume growth

780,000
Chats per year

After anticipated volume growth

936,000
Chats per year

156,000
Additional chats per year

To meet this new demand, you will need:

30
Original team + new agents

25
Original team

1
Comm100 Chatbot with virtually unlimited capacity

Your total estimated operating costs:

Current cost		
\$1,000,000	+	\$32,700
Labor costs		Live Chat system costs
		=
		\$1,032,700
		Total cost

Anticipated costs with 5 new agents

\$1,200,000

Labor costs

\$39,240

Live Chat system costs

\$1,239,240

Total anticipated cost

Anticipated costs with current team size plus Chatbot

\$1,000,000

Labor costs

\$32,700

Live Chat system costs

\$66,380

Chatbot system costs*

* Chatbot costs will vary based on conversation volume.

\$1,099,080

Total anticipated cost

You could save \$140,160 with live chat.

The Comm100 Enterprise package includes



Power

- Unlimited chats, messages, emails, and knowledge base articles
- Deeply configurable chat window and button
- Personalized onboarding and support
- 24/7 live support



Scope

- Auto-translation for 100+ languages
- Audio/video chat
- Advanced routing and queue management
- Integrations and API access
- Powerful analytics



Security

- MaximumOn™ uptime assurance
- IP restriction and SSO
- PCI DSS and HIPAA compliance
- Credit card masking

[Click here for a complete list of Comm100 Enterprise capabilities](#)

Diving Deeper



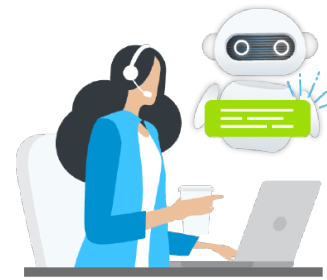
Beyond Live Chat

Live chat is the broad tip of the digital customer experience sword; depending on your customer demographics, you should also consider other channels including text messaging, social media, and email – all of which can be managed with the Comm100 platform!



Seek Self-Serve

Many organizations find that 80% of their customers ask the same questions 20% of the time. Offering a well-placed self-serve knowledge base can deflect these FAQs, and free up your team to focus on the harder and more interesting questions.



AI is for your Agents too

Imagine a world where your human agents don't have to hunt for answers, resolving queries more quickly and consistently and handling more chats per hour? That's the power of Agent Assist. Ask us how.



The Omnichannel Future is Here

Your customers expect agents to know their whole story, no matter the channel. So you need a system that shines light on every touch point and puts relevant information at your agents' fingertips. Don't settle for anything less.

Talk to us

Ready to see how Comm100 can help elevate your customer engagement strategy? Let's start with a demo, where we can learn more about your unique needs and show you what we're all about.

[Request a demo](#)