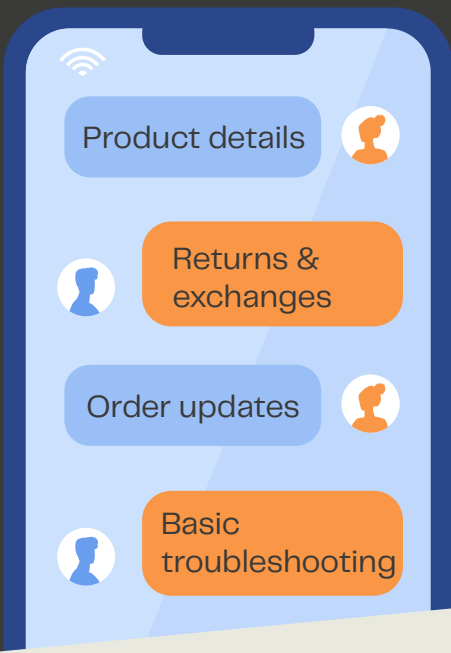




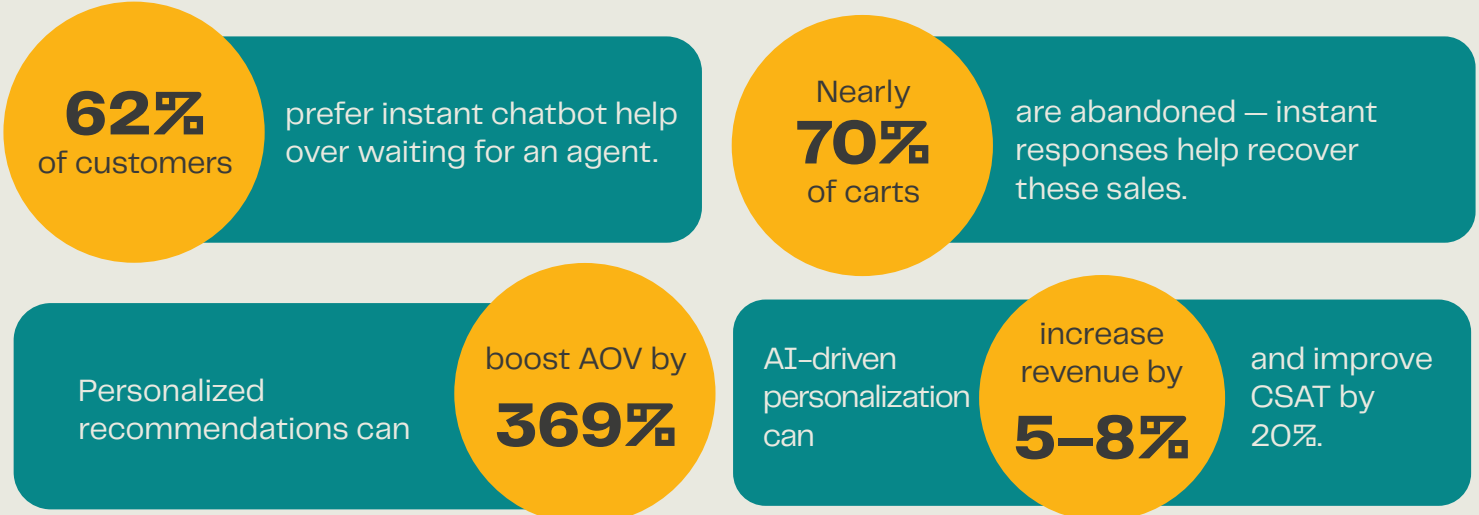
AI Chatbots for Quick and Convenient 24/7 Customer Service



The Uses of AI Chatbots



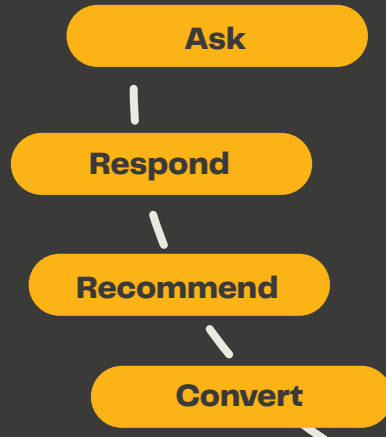
The Impact on Customer Experience



Why They Work So Well for E-Commerce

AI chatbots deliver real business results:

- ✓ 24/7 availability without extra staffing
- ✓ Consistent, context-aware responses
- ✓ Personalized product suggestions
- ✓ Support during peak traffic without slowing down
- ✓ Unlimited simultaneous conversations



Meet Customers Where They Already Are

Through 8x8's messaging APIs, chatbots work across:

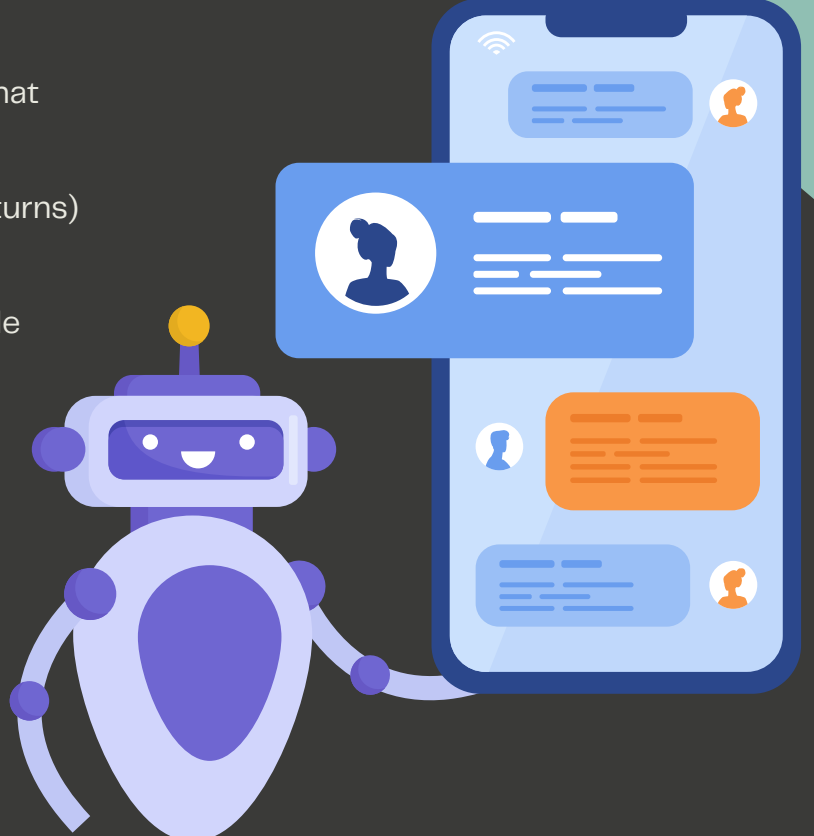
- SMS
- WhatsApp
- LINE
- Viber
- Zalo
- In-app chat



Messaging APIs: The Engine Behind Every Chat

8x8's messaging APIs power automated chat flows by enabling:

- ✓ Smart notifications (orders, deliveries, returns)
- ✓ Review requests & follow-ups
- ✓ Personalized abandoned cart reminders
- ✓ Smooth, secure message delivery at scale



For more information, contact us at hello-cpaas@8x8.com or visit cpaas.8x8.com

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