









Prioritise the list below from 1-8. This will help you become clearer on your biggest blockers

-  Our team are overwhelmed with calls and emails
- ☐
-  We can't hire enough great people
- ☐
-  Our wait times and SLAs are unacceptable
- ☐
-  Our budget has been cut
- ☐
-  Agents aren't up to date with correct information
- ☐
-  Our customers require us to speak in multiple languages
- ☐
-  Our digital systems are lacking / complicated to use
- ☐
-  Our customers are unable to self serve
- ☐

Add your own here

Industry statistics




1. In 2019, there were less than 3 billion interactions with retail AI chatbots. It's now estimated at 22 billion - **Juniper Research**
2. High performing service organisations are 2.1 times more likely to be using AI chatbots than underperformers - **Salesforce**
3. More than 70% of product leaders plan to invest in conversational artificial intelligence - **Gartner**
4. By 2022, it was already the rule, not the exception to find success with AI - **PWC**
5. Consumer retail spend via chatbots is predicted to reach \$142 billion by the end of this year - **365 Retail**


Statistics you can achieve with EBI.AI

1. Barking and Dagenham council achieved a 533% return on investment (ROI) within 6 months of going live creating huge savings for budget to be allocated elsewhere
2. 35% of our assistant's enquiries are resolved out of hours when customer contact teams are asleep
3. Within 6 weeks call centre volume can be cut by 12% with a simple FAQ assistant
4. A small team at a leisure centre managed to save the cost of hiring 2 FTE's within 6 months of going live
5. Our AI assistants have an average 91% accuracy rate that continues to grow with time

All the stats you need

Use this space to take a snapshot of your metrics. These can be used to calculate your savings.

| Your current metrics | |
|---|---|
|  Total conversations: how many calls, emails and live chat enquiries do you receive each month? | |
|  Average cost per enquiry: how much does each enquiry cost? | <div></div> <div>UK average: £3.80</div> |
|  Average hourly rate: what is the total hourly cost of an agent / customer representative (include costs such as recruitment, equipment etc) | <div></div> <div>UK average: £13.20</div> |
| What is your average agent churn? | |
| If 24 hour customer service means operating at 100% capacity, what capacity are you currently operating at? | |
| What is your total customer service budget? | |

 Insert these figures into our savings calculator to calculate your monthly savings

<https://ebi.ai/savings-calculator/>



What are your goals?

Use this space to write your business goals for the next year. Consider how they might impact your customer service team.

Do the maths

<https://ebi.ai/savings-calculator/>

Total monthly savings

 Total conversations per month] x
 Average cost per enquiry] x
[% enquiries expected to be handled by AI we suggest 47% (47/100)]

Equivalent saved resource

[Total monthly savings] /
[ Average hourly rate]

* Your total monthly savings is based on your first calculation

Return on investment (ROI)


[Total monthly savings - cost of assistant] /
[cost of assistant] x 100%

* To find out the cost of your assistant please view our pricing page


How does it work in practice?

Step 1 -  Define your goals


You can use an AI assistant in so many different ways to benefit your business. Choose the goals that will make the biggest difference to you and your team. Consider the goals and challenges you've already selected on this cheat sheet.

Step 2 -  Consider stakeholder approval


Is your organisation tech first or tech averse? Use this cheat sheet to help educate members of your team about the benefits and cost savings an AI assistant can bring. You don't need any engineering or technical knowledge to get started.

Step 3 -  Launch with MVA (minimum viable assistant)

You don't need to cram every question ever asked into your AI assistant to launch. We suggest you go live with your 10-20 most popular enquiries. Then grow quickly from there.

Step 4 -  Monitor and grow

Within the platform, our conversation review team will suggest training and new content based on actual conversation data. This means your AI assistant is growing in a data driven way. You simply accept or reject the training (it takes minutes). This process is how you achieve +91% accuracy and an excellent AI assistant.

Step 5 -  Re-visit your goals and optimise

Use your dashboard to monitor your success. Add integrations and improve your most popular flows to handle end-to-end journeys within your AI assistant (with no human involvement required). Re-gain control of your customer services team, delight your customers and create savings along the way.