

Why Airlines Should Embrace Chatbots To Improve Customer Experience

Why chatbots are more relevant than ever in the aviation industry?

5bn

Over 5 billion monthly active users on messaging apps. ¹
- Statista

4X

Consumers are 4x more likely to prefer to use a chat box over a human. ²
- PSFK

77%

Of consumers expect to get instant responses from chat compared to any other channel. ³
- Drift

76%

Of consumers look at customer service as a test of their value to a brand. ⁴
- Aspect

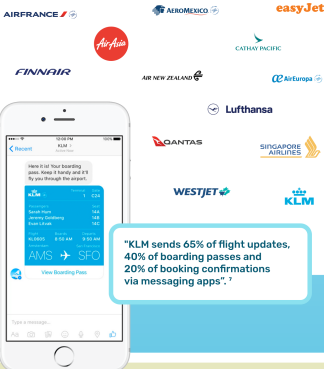
29%

Chatbots can save up to 29% in customer support costs. ⁵
- BI Intelligence

57%

U.S. travelers feel that brands should tailor their information based on personal preferences or past behaviors. ⁶
- Google/Phocuswright

Which airlines are already using chatbots?



What are the benefits of chatbots for airlines?



Available 24/7

Provide instant customer support at any time, including nights, weekends, and public holidays.



Lower Costs

Free up valuable customer support time by solving repetitive questions and problems automatically.



Additional Sales

Generate extra revenue by guiding users through automated sales flows, monetizing interactions on social media platforms, and using human agents for cross-selling and upsells.



Deeper Personalization

Use machine learning to provide personalized experiences and offers based on user profiles, previous interactions, and purchases.



Ease of Use

Allow travelers to get relevant information in the most natural way by interacting via text or voice messages.



Multi-Platform Accessibility

Integrate chatbots on any platform, including websites, mobile apps, and popular social media messaging applications.



New Insights

Track frequently asked questions and requests to improve business processes.

What is Eddy Travels?

Eddy Travels helps airlines automate the communication with their customers and increase the ROI from social media.

By using the Eddy Travels solutions, customers can search for flights and auxiliaries, and get answers to their travel questions directly in popular chat apps like Facebook Messenger, WhatsApp, Telegram, Slack, and others.



Now tell me, where do you want to fly?

WWW.EDDYTRAVELS.COM

Sources:

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