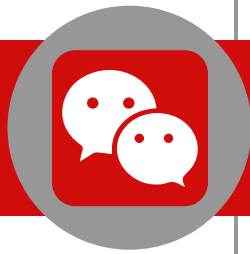


LIVE CHAT

VS

CHATBOTS



Needs human agents to supervise and respond to incoming chat messages



AUTOMATION

Ability to pre-train chatbots ensures that they handle every chat without human supervision

Limited capabilities: One live chat agent can handle a maximum 2-4 chats simultaneously



MULTITASK

Can handle multiple chats at any given instance. Chats with unlimited visitors simultaneously

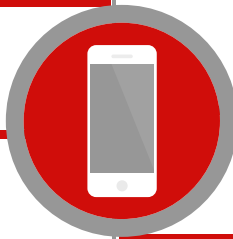
Lack of staff or human errors causes delayed responses, especially for small-medium businesses



RESPONSE TIME

Provides quick, instant responses as a result of intelligent automation

Requires setup and installation. Two fold interfaces with cluttered dashboards



EASE OF USE

No setup or installation. Most platforms like Bottr require simple signups. Offers easy-to-use unified interface

Only available during working hours. Requires a full fledged support team



AVAILABILITY

Online 24/7. Answers all incoming messages at all times

Demands hiring a customer support team and live chat services which start from \$12/agent/month



COST EFFICIENCY

Free (Bottr) and Pocket-friendly plans (FlowXO, Octane and many more)