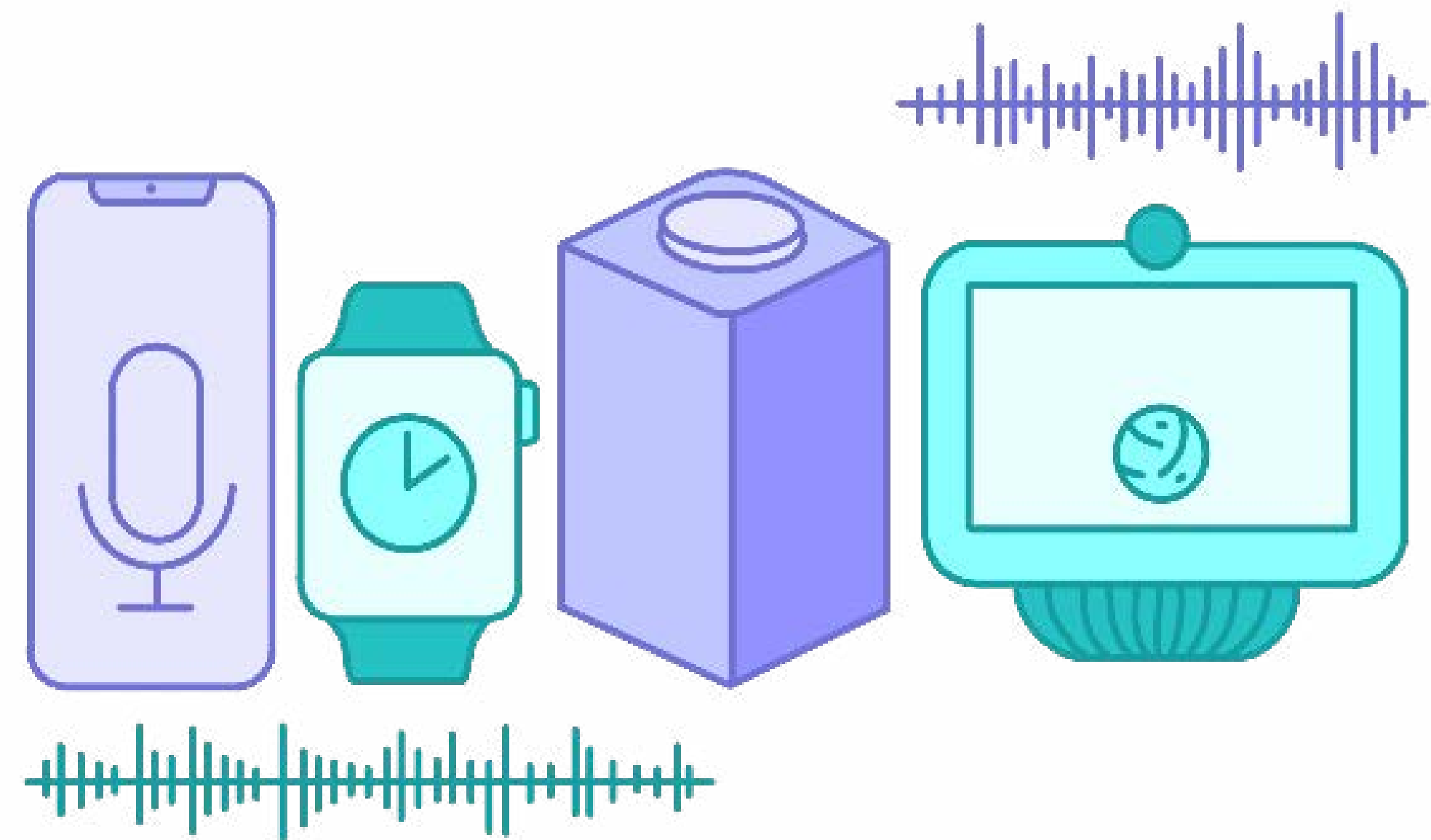




# VOICE COMMERCE THE FUTURE OF DIGITAL SHOPPING



# Voice is the finishing touch to multichannel engagement strategy



# Conversational AI solutions for increase sales and cut costs for both online and brick-and-mortar stores

**>\$80B**

voice commerce  
by 2023

**\$112B**

bots will bring to retail  
by 2023

**70%**

of bots will be  
retail-based by 2023

# Voice commerce is big



**\$40B**

Voice-based shopping in US is expected to reach in 2022



**\$5B**

Voice-based shopping in UK is expected to reach in 2022

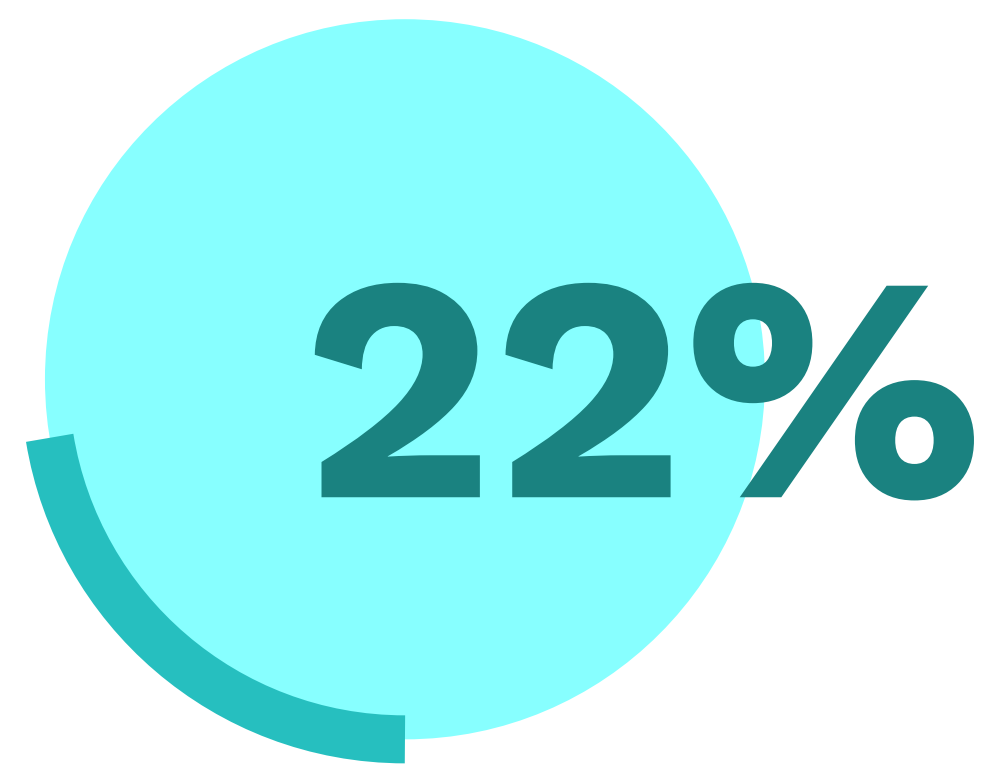
# Transform your customer service and make the most of Conversational AI: drive traffic, raise CSAT, increase customer loyalty, cut costs, and bring a personal touch to your services



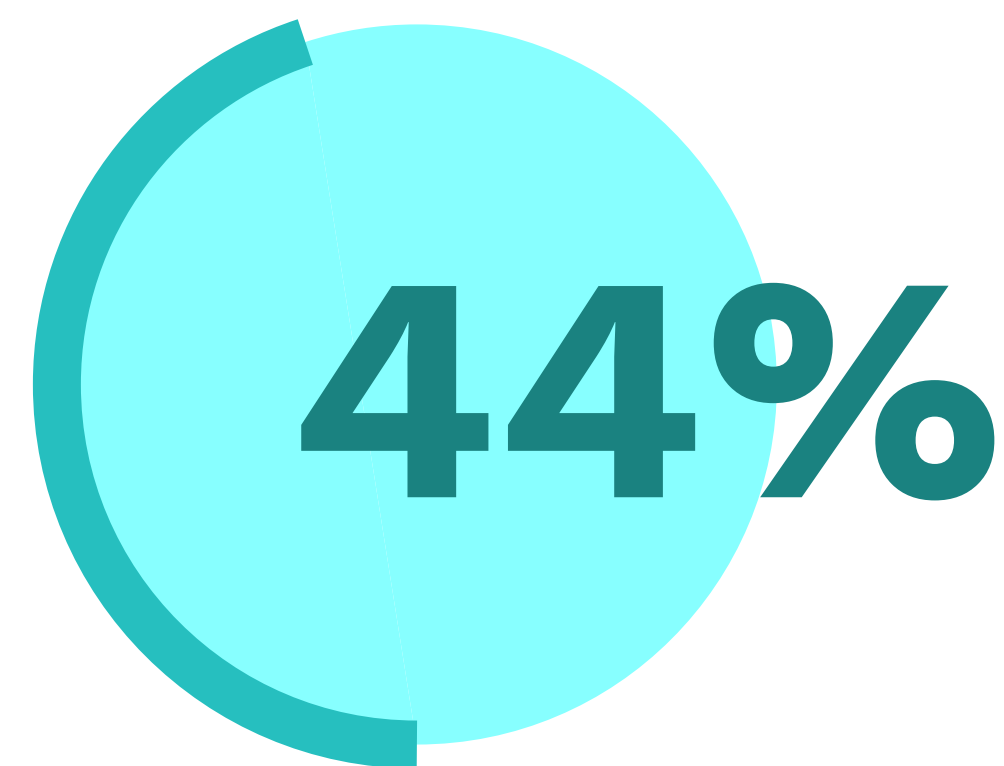
**80% of routine questions can be answered via bots**

**30% customer service costs can be reduced by bots**

# Retail is the first industry to align with emerging customer needs, and the first-mover advantage is financially rewarding



of businesses have already released a voice application



of businesses are planning to do the same this year

# The voice-powered solution delivers automated resolutions resulting in incredible customer satisfaction and operational savings



- 71%** of businesses acknowledge that voice commerce can enhance user experience and increase customer engagement
- 29%** of the brands are offering purchases through voice
- 31%** have enabled renewals
- 34%** of the brands have enabled customers to access product/service information through voice
- 66%** of the businesses have already increased their conversion rate
- 45%** of them have enabled voice services to track the orders
- 32%** of businesses provide search functionality through voice

# Conversational AI transforms customer service and it can be a part of a much wider customer journey

## It all begins with awareness

- 55% of customers said they are likely to use voice to ask questions via their smartphones
- 71% expect companies to communicate with them in real time
- 82% expect immediate response on sales or marketing questions
- 47% would be open to making a purchase completely from a chatbot



## continues with experience

- 53% would probably buy from a business that they can communicate with, via message
- 52% are more likely to make repeat purchases if the company offers support via live chat
- 83% said they would be more loyal to a brand who offers a bot for tasks like making an appointment or handling customer service inquiries

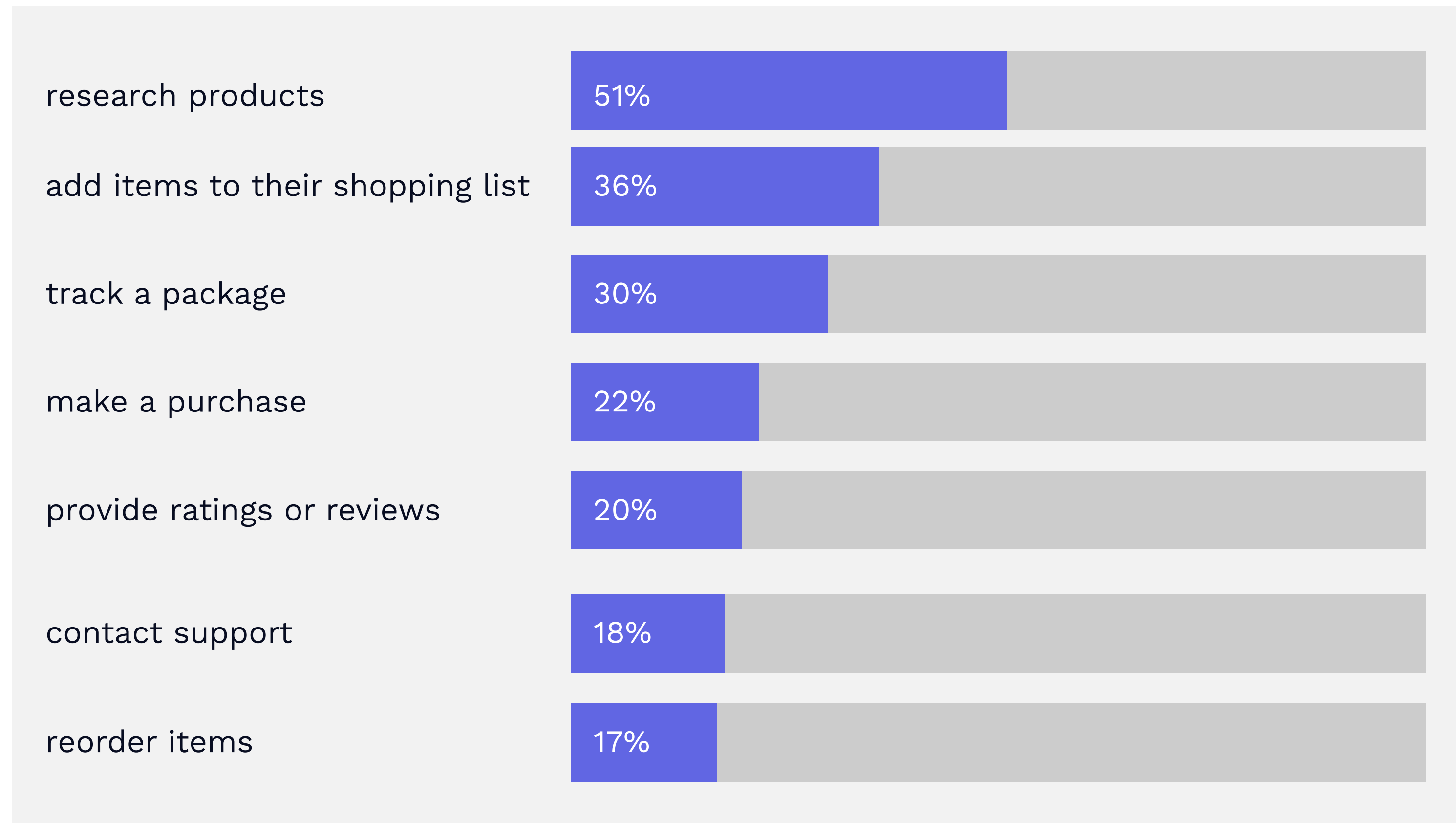


## and lasts with trust

- 69% like using chatbots because of how quickly they can get in touch with a company
- 40% of millennials say they interact with bots on a daily basis
- 62% of voice-enabled speaker owners have bought items via voice commerce



# Voice assistant owners already perform the following activities via voice on a regular basis:



# Use the potential of Conversational AI

- Generate awareness and share information
- Personalize shopping experiences
- Improve customer satisfaction and increase customer loyalty
- Enable transactions and arrange distribution
- Drive incremental spend
- Onboard new employees and customers



**Streamlined  
omnichannel  
shopping**



**Increased  
accessibility**

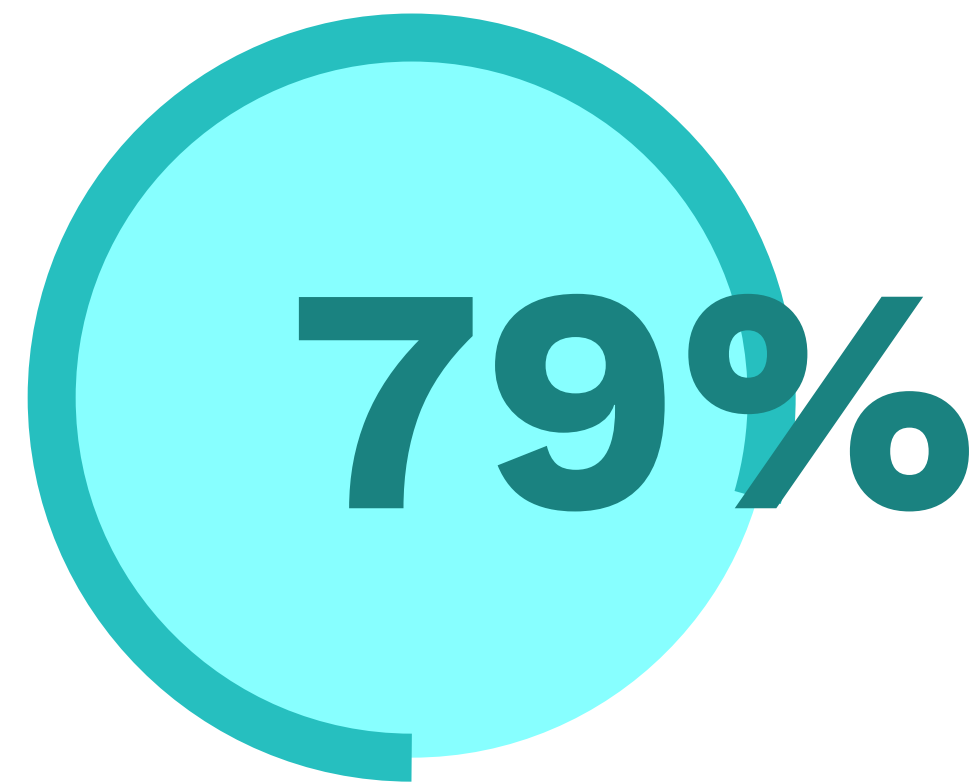


**Biometric  
security**

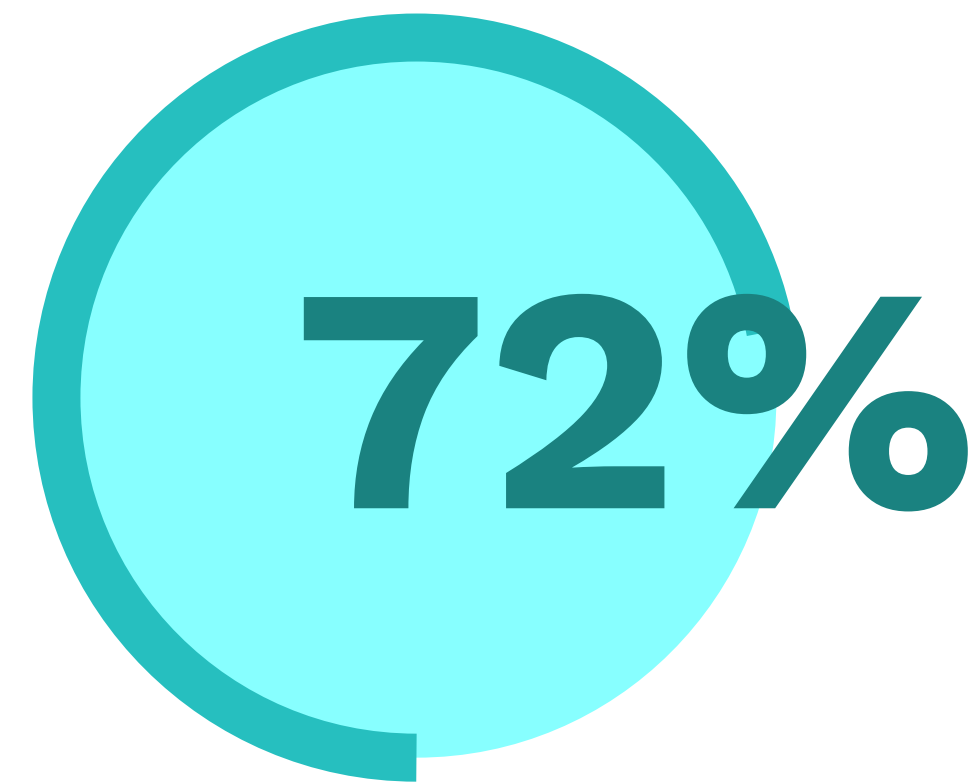


**Detailed  
analytics**

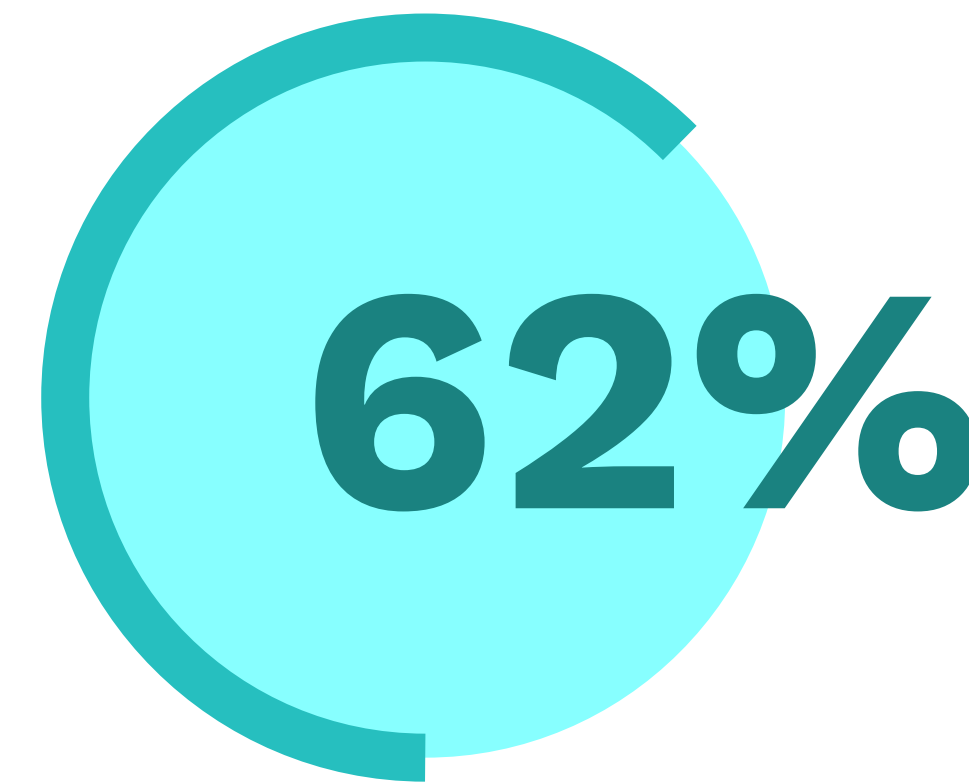
# Give your brand a voice and build a solution your customers can depend on



**of companies say that  
live chat has had positive  
results for customer  
loyalty, sales, and  
revenue**



**of people who have  
used chatbots find  
them to be helpful and  
informative**



**of customers expect  
companies to  
adapt based on their  
actions and behaviors**

# About Just AI

Just AI provides a full stack of customizable tools that cater to the needs of all kinds of audiences interested in voice tech and conversational interfaces — from game developers and voice assistant skills developers to SMBs and enterprises. Nearly 100 enterprise clients rely on Just AI products for complex Conversational AI projects in banks, fintech companies, insurance, retail, telecom, FMCG, transportation, CX centers, etc.

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## Sources:

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