

Ai Powered Customer Support for Small Business

Implementing AI customer support effectively

- 1 Research and compare AI tools like Tidio, Gorgias, Freshdesk, and Zendesk for your needs.
- 2 Choose an AI platform that integrates with your existing systems like Shopify or WooCommerce.
- 3 Configure your AI bot to handle FAQs, order tracking, and returns automatically.
- 4 Set clear escalation rules routing payment and legal issues directly to humans.
- 5 Feed your customer email archive to train the AI bot on your policies.
- 6 Pilot AI support with your ten most common customer questions first.
- 7 Monitor key metrics like response time, ticket resolution rate, and accuracy.
- 8 Enable multi-channel support across chat, email, and social media platforms.
- 9 Train your team on when to let AI handle tickets versus human intervention.
- 10 Test the system for one week before full deployment to catch issues.
- 11 Track repeat customer rates and abandoned cart reduction after implementation.
- 12 Schedule monthly reviews to optimize AI responses based on customer feedback.