



### Does Your Business Always Have an Empty Help Desk?

We've all encountered a situation where we were in need of assistance from a customer service assistant but couldn't find one person who would answer our questions, meet with us or take our call. Even worse are the dreaded phone calls where we are put on hold for hours until we are eventually put in touch with an agent. Empty help desks or absent customer service reps are never good for any business. In fact, businesses who continuously run the risk of missing a customer inquiry, lose the chance of gaining valuable new leads. Customers are impatient, and more traditional communication methods like phone or email can hinder companies from succeeding. So how do you stay connected and offer the support or information people need?

That's where chatbots come in. Is that a robot? Technically, yes. If your website has become your storefront - is the first interaction a customer has with your business, a chatbot allows you to communicate with customers at any point in time. Chatbots are capable of acting as your very own sales associates or customer service rep for your website!

You may be asking yourselves, "How can I trust a robot to offer personalized, human interactions with current and potential customers?" Easy! Similar to muscle memory, chatbots are equipped with machine learning and can offer personal interactions with your customers. You can customize your chatbot to ask details about what kind of kitchen cabinet your customer is looking for, or even book a consultation for you.

Check out Candybox's own chatbot on [our website](#) to see how it works. You can also [contact us](#), or message us on our own chatbot for any questions. We'd love to help!