

ARTIFICIAL INTELLIGENCE



CONSUMER PAYMENTS

ARE YOUR CUSTOMERS READY TO EMBRACE ARTIFICIAL INTELLIGENCE TO MAKE PAYMENTS?

Consumers frequently make payments for goods and services with the help of live agents.



However, more than **ONE/THIRD** OF CONSUMERS INDICATE THAT THEY'RE UNCOMFORTABLE doing so.

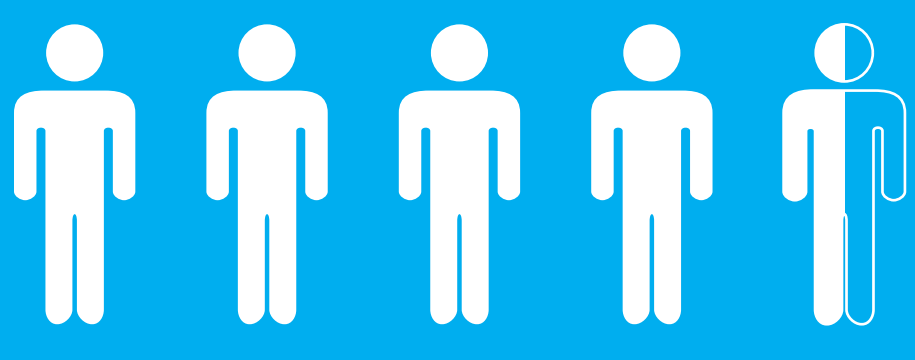
In fact,

43%

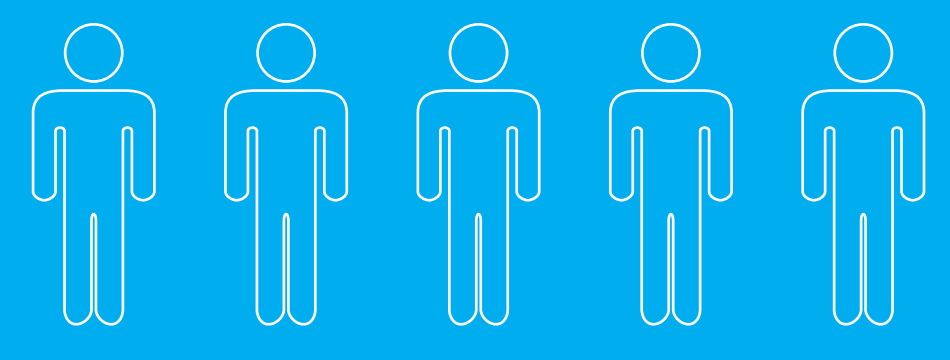
of consumers state that paying with a **LIVE AGENT IS THEIR LEAST PREFERRED METHOD** for making a payment.



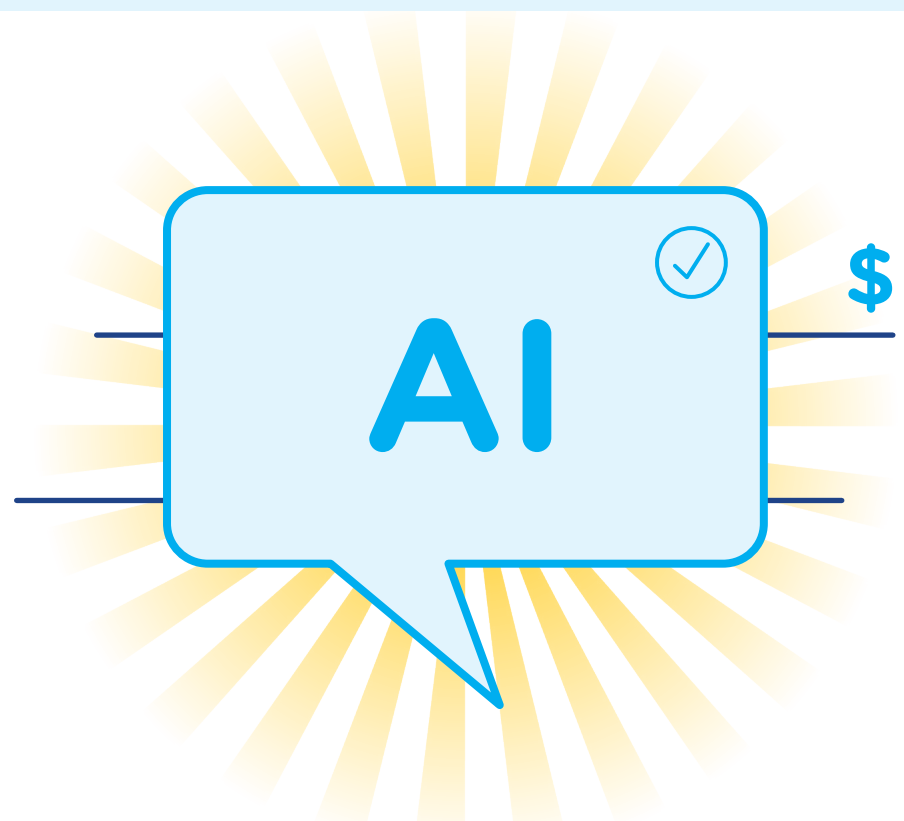
ARTIFICIAL INTELLIGENCE IS EMERGING AS A WORTHY ALTERNATIVE TO LIVE AGENTS FOR HANDLING PAYMENTS.



Today, **45%** OF CONSUMERS HAVE USED A VIRTUAL ASSISTANT to make a payment.



Of those people, **73%** indicate that they would be **COMFORTABLE MAKING PAYMENTS THROUGH A VIRTUAL ASSISTANT.**



54% OF CONSUMERS PREFER to be contacted about an upcoming payment by **A VIRTUAL ASSISTANT OVER A LIVE AGENT.**



Learn how your organization could benefit from handling payments with Artificial Intelligence.

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