

Getting Started with Conversational Commerce

5 Tips



1. Start with clear objectives

Do you want to increase sales? Boost customer engagement? Gather customer feedback? Determining what you hope to accomplish ensures that your strategy is focused, aligned with business goals, and measurable.



2. Use AI and human support together

Combining AI and human support in conversational commerce is crucial for balancing efficiency with empathy—chatbots handle routine tasks quickly, while human agents step in for complex or sensitive issues.

3. Personalize customer interactions

Personalizing each customer interaction boosts engagement, loyalty, and sales by using data to deliver tailored recommendations and responses, making customers feel understood, valued, and more likely to convert.



4. Be present on channels popular with your audience

Availing of conversational commerce channels your audience already uses—like WhatsApp, Instagram, or SMS—makes engagement easier and more natural, helping you meet customers where they are and drive better results.

5. Monitor and optimize regularly

Regularly tracking and refining your conversational commerce strategy ensures it stays effective and user-friendly by adapting to changing customer behaviors, fixing issues early, and improving performance based on real-time data and insights.



Getting Started With Electronic Commerce

AN Whitehead



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