

General

What is the AI Chatbot?

It is an AI-powered virtual assistant that uses Artificial Intelligence to answer inquiries, provide information, and assist users automatically.

What are the AI Chatbot's operating hours?

The AI Chatbot is available 24/7.

How can I connect with an agent?

If the AI Chatbot is unable to resolve an inquiry, it can transfer the conversation to an available agent.

Are my conversations recorded?

Yes. Conversations may be stored for follow-up, auditing, and service improvement purposes.

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