

SYSTEM AND METHOD FOR PROVIDING ONLINE CUSTOMER SUPPORT

ABSTRACT

A system and method for implementing a customer support interface are disclosed. The method includes generating the customer support interface for a customer to engage in a chat session with a chatbot, wherein an option to engage in a chat session with a human agent is made unavailable on the customer support interface. The method further includes receiving, by the chatbot, a first query from the customer, and determining, by the chatbot, a first reply to the first query. The first reply is generated for display on the customer support interface. After the first reply is generated, the method determines, using a prediction engine, an overall probability value that providing the customer with the option to engage in a chat session with a human agent would improve the likelihood of a positive outcome for the customer, and determines whether the overall probability value satisfies a predetermined condition.

[Figure 2c]