

CUSTOMER SERVICE IN MANUFACTURING IS CHANGING

Fast responses. 24/7 support. Smarter tools.
AI chatbots are helping Virginia manufacturers stay ahead.

WHY USE CHATBOTS?

- Track orders
- Share product info
- Answer FAQs
- Route requests
- Work after hours

24/7 SUPPORT

Support that never sleeps:

- Faster service
- Fewer delays
- Better coordination

B2B + B2C BENEFITS

**AI chatbots serve your
entire supply chain:**

- Distributors: Quick updates
- Techs: Part specs
- OEMs: Warranty info

PREDICTIVE HELP

- Spot patterns
- Detect sentiment
- Flag risks
- Suggest solutions

BIGGER PICTURE

Strategy First, Bots Second:

- Reduce backlogs
- Speed up service
- Capture insights

AI chatbots don't replace people — they boost performance.



Want to Improve Customer Service?

GENEDGE helps Virginia manufacturers
use AI to scale smart.

**Contact us today
to learn more.**

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