

Forum:[Hack Forums](#)

Thread: [The New Amazon Chat Service \(Contact us, Chat\)](#)

?ytes - September 5, 2019, 5:08 am

Now, a BOT responds, what's your take on this guys?

This sucks, IMO.

I ordered an item from Amazon, wanted to ask Customer care representative about that, Initiated a Chat:

Guess what, BOT responds, and entire chat got finished in less than 10 seconds.

So only call option available now a days?

This is disappointing ?

Captain Pre - September 5, 2019, 6:13 am

(Sep 5, 2019 05:08 AM)?ytes Wrote: [\[CITE\]](#) Now, a BOT responds, what's your take on this guys?

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Wow. That's amazing and disappointing at the same time!

Amazon is taking AI to the next level.

SIM-1456221 - September 5, 2019, 6:16 am

"Guess what, BOT responds, and entire chat got finished in less than 10 seconds."

"So only call option available now a days?

This is disappointing Bebe-pleure"

So are you happy about this or not?

It seems like a great step to get instant support before calling, which will reduce queue time on the phone and will decrease queue time for live chat, too..

Regulus - September 5, 2019, 6:20 am

Yep, same as PP support pretty much.
Useless and shitty.

Captain Pre - September 5, 2019, 6:36 am

(Sep 5, 2019 06:20 AM)Regulus Wrote: [\[CITE\]](#) Yep, same as PP support pretty much.
Useless and shitty.
Doesn't seem to be useless. It is accurate af!

We aren't away from a AI picking up your phone too.

https://www.youtube.com/watch?v=JvbHu_bVa_g

TCP - September 5, 2019, 9:49 am

These services(amazon, paypal, etc...) make a lot of money every day, it amazes me how they can't pay someone to offer high quality services but prefer to automate everything into a low quality chain, greediness knows no boundary

luke - September 5, 2019, 9:55 am

Livechat is both still available on PayPal and Amazon. You just gotta navigate through it.

Vitaly - September 5, 2019, 10:28 am

It gave you a choice to keep the conversation going but you said no...

If you kept asking you would of probably been put through to a human, it's much more efficient and cost effective for them to use bots for CS and if needed it'll just forward you to a human

Alex - September 5, 2019, 1:21 pm

(Sep 5, 2019 10:28 AM)Vitaly Wrote: [\[CITE\]](#) If you kept asking you would of probably been put through to a human, it's much more efficient and cost effective for them to use bots for CS and if needed it'll just forward you to a human

This is true.

You don't even have to ask much, just ask a question the bot can not answer. You asked the bot a question that the bot was able to answer.

The bot is just a helper to answer basic questions

Prawnster - September 5, 2019, 1:24 pm

What's wrong with this lol, this sort of shit is the future... you'll have to get use to it.

Much better to deal with an AI first instead of some random guy called ahmed that is paid a dollar an hour and doesnt understand what you need imo lol

Coco Grif - September 5, 2019, 1:26 pm

op you clearly stupid

there is still live chat. u just clicked wrong category

and you dont even have the item so of course they arent gonna give u live chat support you fuckinn moron!

so stop trashing amazon because of your own stupidity

Yin Yang - September 5, 2019, 1:27 pm

It'll eventually take you to a support agent, but that's budget cuts at its finest.

CPA Exposé - September 5, 2019, 3:06 pm

This has been happening for a long time already.

It's just to take care of those who have basic questions.

Why waste employee manpower for a customer asking "how long does shipping take?" just automate the basic stuff.

It's very easy to connect to a real person to chat with if you need to.

Grey Knight365 - September 5, 2019, 3:07 pm

If you had clicked continue chat you would of got a live rep.