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Are compliance chatbots in our future?

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With the busy holiday shopping season in the rearview mirror, you may recall your online shopping experience at various websites when a “chatbot” popped up in a corner of the screen. Maybe her name was Julia? Or perhaps his name was Raul? There was likely a nice picture of Julia or Raul, accompanied by a very intuitive question, “Hi, I see you are looking at the HP Spectre x360 laptop. Can I answer any questions?” Maybe you were tempted to engage, if not for being inquisitive, maybe for real information, such as, “When will the HP Spectre be on sale?”

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