



AI Chatbots

The Revolution in
Customer Support



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K Payea



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Artificial Intelligence for Customer Relationship Management Boris Galitsky, 2020-12-23 The second volume of this research monograph describes a number of applications of Artificial Intelligence in the field of Customer Relationship Management with the focus of solving customer problems We design a system that tries to understand the customer complaint his mood and what can be done to resolve an issue with the product or service To solve a customer problem efficiently we maintain a dialogue with the customer so that the problem can be clarified and multiple ways to fix it can be sought We introduce dialogue management based on discourse analysis a systematic linguistic way to handle the thought process of the author of the content to be delivered We analyze user sentiments and personal traits to tailor dialogue management to individual customers We also design a number of dialogue scenarios for CRM with replies following certain patterns and propose virtual and social dialogues for various modalities of communication with a customer After we learn to detect fake content deception and hypocrisy we examine the domain of customer complaints We simulate mental states attitudes and emotions of a complainant and try to predict his behavior Having suggested graph based formal representations of complaint scenarios we machine learn them to identify the best action the customer support organization can chose to retain the complainant as a customer

The Artificial Intelligence Imperative Anastassia Lauterbach, Andrea Bonime-Blanc, 2018-04-12 This practical guide to artificial intelligence and its impact on industry dispels common myths and calls for cross sector collaborative leadership for the responsible design and embedding of AI in the daily work of businesses and oversight by boards Artificial intelligence has arrived and it s coming to a business near you The disruptive impact of AI on the global economy from health care to energy financial services to agriculture and defense to media is enormous Technology literacy is a must for traditional businesses their boards policy makers and governance professionals This is the first book to explain where AI comes from why it has emerged as one of the most powerful forces in mergers and acquisitions and research and development and what companies need to do to implement it successfully It equips business leaders with a practical roadmap for competing and even thriving in the face of the coming AI revolution The authors analyze competitive trends provide industry and governance examples and explain interactions between AI and other digital technologies such as blockchain cybersecurity and the Internet of Things At the same time AI experts will learn how their research and products can increase the competitiveness of their businesses and corporate boards will come away with a thorough knowledge of the AI governance ethics and risk questions to ask

Artificial Intelligence and SMEs in Developing Economies Timilehin Olasoji Olubiyi, Tulus T.H. Tambunan, 2025-06-27 Artificial Intelligence and SMEs in Developing Economies explores the emergence and application of Artificial Intelligence in developing economies This is in response to the shift in Artificial Intelligence research towards the achievement of Sustainable Development Goals SDGs as well as the environmental problems and methods to solve them Written by experts from around the globe from developing countries the book contains a

balance of theoretical and empirical chapters that explore Artificial Intelligence in the context of business. It focuses especially on integrating industry 5.0 where Artificial Intelligence plays a major role. The chapters include knowledge and applications for small businesses ranging from disruptive Artificial Intelligence technologies to determinants of Artificial Intelligence adoption in SMEs from major developing economies such as Africa, Latin America, and Asia. In the latter chapters, the book discusses the application of Artificial Intelligence such as how to leverage it for sustainable and responsible small businesses and the importance of appreciating it in a business environment. This book is the first substantial study on Artificial Intelligence and the future of sustainable small businesses in emerging economies. It is a useful resource for academics and university students with interest in Artificial Intelligence and sustainable small businesses, specifically small business development. It is also a valuable read for policy makers and SME stakeholders.

Deep Neural Network Applications
 Hasmik Osipyan, Bosede Iyiade Edwards, Adrian David Cheok, 2022-04-27. The world is on the verge of fully ushering in the fourth industrial revolution of which artificial intelligence (AI) is the most important new general purpose technology. Like the steam engine that led to the widespread commercial use of driving machineries in the industries during the first industrial revolution, the internal combustion engine that gave rise to cars, trucks, and airplanes, electricity that caused the second industrial revolution through the discovery of direct and alternating current, and the Internet which led to the emergence of the information age, AI is a transformational technology. It will cause a paradigm shift in the way problems are solved in every aspect of our lives, and from it innovative technologies will emerge. AI is the theory and development of machines that can imitate human intelligence in tasks such as visual perception, speech recognition, decision making, and human language translation. This book provides a complete overview on the deep learning applications and deep neural network architectures. It also gives an overview on most advanced future looking fundamental research in deep learning application in artificial intelligence. Research overview includes reasoning, approaches, problem solving, knowledge representation, planning, learning, natural language processing, perception, motion, and manipulation, social intelligence, and creativity. It will allow the reader to gain a deep and broad knowledge of the latest engineering technologies of AI and Deep Learning and is an excellent resource for academic research and industry applications.

Social Media Strategy
 Keith A. Quesenberry, 2020-08-14. This book is a blueprint for the practice of marketing, communications, advertising, and public relations in a digital world where the consumer has taken control.

Introduction to Information Systems
 R. Kelly Rainer, Brad Prince, 2021-08-17. Introduction to Information Systems 9th Edition teaches undergraduate business majors how to use information technology to master their current or future jobs. Students develop a working understanding of information systems and information technology and learn how to apply concepts to successfully facilitate business processes. This course demonstrates that IT is the backbone of any business, whether a student is majoring in accounting, finance, marketing, human resources, production, operations management, or MIS.

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