Al in customer service automation



Customer service chatbots for common questions



Customer self-service chatbots



Machine learning for tailoring customer experience



Support ticket organization



Competitor review assessment



Multilingual queries



Automating agent action recommendations



Machine learning for inventory management



Using Al-generated content in agent responses



Opinion mining



Wait time monitoring

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SJ Ball

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on Communication and Computational Technologies Sandeep Kumar, Saroj Hiranwal, S.D. Purohit, Mukesh Prasad, 2023-08-31 This book gathers selected papers presented at 5th International Conference on Communication and Computational Technologies ICCCT 2023 jointly organized by Soft Computing Research Society SCRS and Rajasthan Institute of Engineering Technology RIET Jaipur during January 28 29 2023 The book is a collection of state of the art research work in the cutting edge technologies related to the communication and intelligent systems. The topics covered are algorithms and applications of intelligent systems informatics and applications and communication and control systems Customer Service Blueprint Jelisaveta Sapardić, 2024-08-20 Did you know that customer service requests can increase by 65% during Black Friday and Cyber Monday compared to a typical day 15 This staggering surge can overwhelm even the most prepared customer support teams as they struggle to manage a flood of repetitive questions keep response times low and maintain high levels of customer satisfaction all at the same time However this surge also presents a critical opportunity to boost revenue and acquire new customers with over 87% of consumers shopping during Black Friday and 61 million people globally purchasing from Shopify powered brands 16 Drawing from our experience supporting over 300 000 businesses worldwide we understand the importance of a seamless customer experience especially for ecommerce companies and SMBs We ve developed strategies that help businesses overcome customer service challenges during peak shopping times In this ebook well share practical tips and insights from industry experts to help you manage customer demands during these critical periods Learn how to navigate and thrive during the busiest seasons with our proven advice

Modernising Staffing and Court Management Practices in Ireland Towards a More Responsive and Resilient Justice System OECD,2023-01-13 Ireland has launched an ambitious strategy to build a more inclusive efficient and sustainable justice sector Irish citizens recognise these efforts Ireland is one of the OECD countries with a higher percentage of citizens trusting their government and courts according to the recent OECD Survey on the Drivers of Trust in Public Institutions

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