



# New Ai Customer Support Bot Ideas Near Me

**Ross Smith,Mayte Cubino,Emily  
McKeon**



## **New Ai Customer Support Bot Ideas Near Me:**

*Effective Conversational AI* Andrew Freed, Eniko Rozsa, Cari Jacobs, 2025-05-27 Create and improve conversational AI with the latest patterns best practices and tools including generative AI models Conversational AI CAI tools are built to solve problems but all too often they just end up causing pain for users and developers Effective Conversational AI reveals best practices and industry tested techniques for creating chatbots and conversational AI tools that are reliable at an enterprise scale With the tested ideas and examples in this book you ll learn to build chatbots that your customers and colleagues will actually want to use In Effective Conversational AI you ll learn how to Create high quality chatbots and other conversational AI experiences Plan for continuous improvement Incorporate generative AI solutions to improve quality accuracy and usability Evaluate user experience and business results Effective Conversational AI introduces continuous improvement practices that are vital for the constant betterment and evolution of chatbots and CAI tools It introduces the three most common forms of chatbot Q A process oriented and routing agents and presents a reliable framework for continuously improving each one Using modern generative AI and tried and tested classic approaches you ll learn to deliver high performance chatbots that can guide a customer through complex end to end tasks no human required Foreword by Jes s Mantas Purchase of the print book includes a free eBook in PDF and ePub formats from Manning Publications About the technology Powerful new chatbot frameworks and Generative AI models can practically eliminate problems like misinterpreting user intent and delivering nonsensical answers In this book you ll learn how to build chatbots that take advantage of large language models and other modern tools and create conversational AI experiences users will love About the book Effective Conversational AI teaches you how to build great chatbots that perform reliably even at enterprise scale In it you ll learn how to clarify user intent using LLMs respond accurately to unanticipated input and use Retrieval Augmented Generation to keep responses up to date Along the way you ll discover how to establish a feedback loop for continuous quality improvement and master techniques to integrate GenAI safely into conventional chatbot designs What s inside Blend Generative AI and conventional chatbot tools Use LLMs to improve quality accuracy and usability Plan for continuous improvement Domain specific responses using RAG About the reader For developers engineers and product managers working with conversational AI About the author Andrew Freed Cari Jacobs and Eniko R zsa are seasoned conversational AI developers with IBM Table of Contents Part 1 1 What makes conversational AI work 2 Building a conversational AI 3 Planning for improvement Part 2 4 Understanding what your users really want 5 Improving weak understanding for traditional AI 6 Enhancing responses with retrieval augmented generation 7 Augmenting intent data with generative AI Part 3 8 Streamlining complex flows 9 Harnessing context for an adaptive virtual assistant experience 10 Reducing complexity with generative AI Part 4 11 Reducing opt outs 12 Conversational summarization for smooth handoff AI Business for Everyone Michael T. Murphy, AI income strategies that actually work for YOUR life This 1 000 page manual guide delivers

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