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The AI Revolution in Customer Service and Support Ross Smith, Mayte Cubino, Emily McKeon, 2024-07-16 In the rapidly evolving AI landscape customer service and support professionals find themselves in a prime position to take advantage of this innovative technology to drive customer success The AI Revolution in Customer Service and Support is a practical guide for professionals who want to harness the power of generative AI within their organizations to create more powerful customer and employee experiences This book is designed to equip you with the knowledge and confidence to embrace the AI revolution and integrate the technology such as large language models LLMs machine learning predictive analytics and gamified learning into the customer experience Start your journey toward leveraging this technology effectively to optimize organizational productivity A portion of the book's proceeds will be donated to the nonprofit Future World Alliance dedicated to K 12 AI ethics education IN THIS BOOK YOU WILL LEARN About AI machine learning and data science How to develop an AI vision for your organization How and where to incorporate AI technology in your customer experience flow About new roles and responsibilities for your organization How to improve customer experience while optimizing productivity How to implement responsible AI practices How to strengthen your culture across all generations in the workplace How to address concerns and build strategies for reskilling and upskilling your people How to incorporate games play and other techniques to engage your agents with AI Explore thought experiments for the future of support in your organization Insightful comprehensive if you run a service support operation put this book on your essential reading list right now PHIL WOLFENDEN Cisco VP Customer Experience This book is both timely and relevant as we enter an unprecedented period in our industry and the broader world driven by Generative AI The magnitude and speed of change we're experiencing is astounding and this book does an outstanding job balancing technical knowledge with the people and ethical considerations we must also keep front of mind BRYAN BELMONT Microsoft Corporate VP Customer Service Support The authors of this book are undoubtedly on the front lines of operationalizing Gen AI implementations in customer support environments and they know undoubtedly that at its core support is about people and genuine human connections This book walks you through their journey to keep people at the center of this technical tsunami PHAEDRA BOINODIRIS Author AI for the Rest of Us

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Official Gazette of the United States Patent Office USA Patent Office,1917 **PC AI.** ,1996

Enter Prompt Sidharth Sreekumar,Barsali Bhattacharyya,2025-06-30 India the largest democracy and fastest growing large economy in the world faces unique challenges when it comes to the epochal AI This scrupulously researched book which includes interviews with practitioners policymakers and tech evangelists answers the questions every Indian today is grappling with Steering clear of utopian hype and dystopian gloom this book provides a balanced and nuanced understanding of AI s use cases and impact on our lives livelihood and society

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intelligence in sales Livia Rainsberger, 2022-09-26 This book offers sales managers a quick overview of the possible applications of artificial intelligence in sales and explains basic functionalities What is behind terms such as Sales Automation Sales AI Analytics Sales Enablement Conversational AI Lead Intelligence Dynamic Pricing Sales Management Intelligence and many more Where is the concrete potential for sales organizations And how will AI change the work in sales The author presents the AI tools available on the market today and their application and describes the advantages and disadvantages as well as the limits and possibilities using clear examples Executives in marketing and sales as well as entrepreneurs and managing directors especially in medium sized companies will receive answers to the most important questions and additionally concrete recommendations for action for the implementation in their own companies

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