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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'LL 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

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The Executive Guide to Artificial Intelligence Andrew Burgess,2017-11-15 This book takes a pragmatic and hype free approach to explaining artificial intelligence and how it can be utilised by businesses today At the core of the book is a framework developed by the author which describes in non technical language the eight core capabilities of Artificial Intelligence AI Each of these capabilities ranging from image recognition through natural language processing to prediction is explained using real life examples and how they can be applied in a business environment It will include interviews with executives who have successfully implemented AI as well as CEOs from AI vendors and consultancies AI is one of the most talked about technologies in business today It has the ability to deliver step change benefits to organisations and enables forward thinking CEOs to rethink their business models or create completely new businesses But most of the real value of AI is hidden behind marketing hyperbole confusing terminology inflated expectations and dire warnings of robot overlords Any business executive that wants to know how to exploit AI in their business today is left confused and frustrated As an advisor in Artificial Intelligence Andrew Burgess regularly comes face to face with business executives who are struggling to cut through the hype that surrounds AI The knowledge and experience he has gained in advising them as well as working as a strategic advisor to AI vendors and consultancies has provided him with the skills to help business executives understand what AI is and how they can exploit its many benefits Through the distilled knowledge included in this book business leaders will be able to take full advantage of this most disruptive of technologies and create substantial competitive advantage for their companies

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