

Customer Service Automation



Ai Tools Near Me Customer Service

Catherine Prentice



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ChatGPT for Customer Service Representatives Jade Summers, Transform Your Customer Service with AI Unlock the full potential of your customer service operations with ChatGPT for Customer Service Representatives Enhancing Efficiency with AI Driven Solutions This comprehensive guide dives into the revolutionary capabilities of ChatGPT offering actionable strategies to integrate AI seamlessly into your workflow Discover how to Leverage Natural Language Processing for superior customer interactions Provide multilingual support to cater to a global audience Utilize predictive analytics to anticipate customer needs Personalize customer experiences with AI driven insights Ensure data privacy and regulatory compliance Equip yourself with the knowledge to transform your customer service and stay ahead in the competitive landscape Whether you re a seasoned professional or new to the field this book will help you harness the power of AI for unparalleled efficiency and customer satisfaction

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Handbook of Research on AI and Machine Learning

Applications in Customer Support and Analytics Hossain, Md Shamim, Ho, Ree Chan, Trajkovski, Goran, 2023-05-02 In the modern data driven era artificial intelligence AI and machine learning ML technologies that allow a computer to mimic intelligent human behavior are essential for organizations to achieve business excellence and assist organizations in extracting useful information from raw data AI and ML have existed for decades but in the age of big data this sort of analysis is in higher demand than ever especially for customer support and analytics The Handbook of Research on AI and Machine Learning Applications in Customer Support and Analytics investigates the applications of AI and ML and how they can be implemented to enhance customer support and analytics at various levels of organizations This book is ideal for marketing professionals managers business owners researchers practitioners academicians instructors university libraries and students and covers topics such as artificial intelligence machine learning supervised learning deep learning customer sentiment analysis data mining neural networks and business analytics

Leveraging Emotional and Artificial Intelligence for Organisational Performance Catherine Prentice, 2023-05-11 This book takes a fresh stance and views EI and AI as services that are provided by service employees and machines as organisational offerings to customers As emotional intelligence EI and artificial intelligence AI have been cited to have broad effects on individuals businesses and beyond this book is focused on the organisational context specifically how they affect employees and customers from a marketing perspective The stance

in this book is consistent with the conceptualisation of a service This book holds that intelligence in businesses must turn into organisational assets to manifest their values Further this book explores this service dominant logic era and compared to tangible products service plays a key role in organisational performance and customer relationship with the organisation Intelligence exhibited either by human or machine is not a tangible product but can be utilised as a service to assist employees in performing tasks and delivering services as well as facilitating business transaction and customer experience This book is structured as follows Chapters 2 and 3 demystify emotional and artificial intelligence from different perspectives including conceptualisations the history and evolution of the concepts how they function and where they can apply to These discussions help readers understand what exactly these two intelligences are Chapters 4 and 5 analyse how emotional intelligence is related to employees and customers respectively with a focus on service organisations Chapters 6 8 are dedicated to anatomising AI and how it is operationalised as a service to influence employees and customers Specifically viewing AI as a service Chapter 6 examines the impact of AI service quality and how it is related to employee service quality Chapter 7 analyses the influence of AI service quality on customers Based on the discussion in Chapters 6 and 7 Chapter 8 is extended to develop a scale to measure such AI service named AI service quality The last three chapters of this book integrate EI and AI to analyse their respective impacts on employees and customers Chapter 9 proposes EI as a moderator of AI whereas Chapter 10 proposes AI as a moderator of EI Chapter 11 employs service profit chain to integrate EI and AI in the chain relationship to understand their effects on both employees and customers This chapter broadly covers the service industry with a focus on tourism and hospitality sector The discussion on the impact of EI and AI is complemented with empirical studies conducted in tourism or hospitality context to address their effects in these sectors **AI Magazine** ,1992

PC AI ,1999 AI Expert ,1987 Release Print ,2002 *American Machinist* ,1891 **The Discount Merchandiser** ,1992 The Jewelers' Circular and Horological Review ,1892 Artificial Intelligence Andrew Kusiak,1988 The rapid development of manufacturing and computer technologies has generated new problems To solve these problems modern tools and techniques are required Artificial Intelligence AI is one of the most appropriate techniques for solving complex industrial problems This series represents an effort to disseminate valuable information on applications of AI in industry which are becoming well utilised throughout the world AI has been recognised in many industrial countries as a means of solving complex problems arising in modern industry All books in this series will highlight issues that arise in the development and application of AI systems The series is intended for production and industrial engineers managers system designers and programmers **NOTISes** ,1994 Western Farm Equipment ,1954 **Byte** ,1993 **Administrative Management** ,1987 Strategic Information Systems Seev Neumann,1994 **Corporate Technology Directory** ,1995 Artificial Intelligence in Scientific Computation R. Huber,1989

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