

Generative AI for Customer Services



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Ai Overview Review Customer Service

R. Kelly Rainer, Brad Prince



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Introduction to Artificial Intelligence and Machine Learning, with eBook Access Code R. Kelly Rainer, 2025-09-17 Helps students unlock the power of AI and Machine Learning to achieve business success and future proof their careers Artificial intelligence and machine learning are transforming the modern workplace making AI literacy a critical skill for business professionals Introduction to Artificial Intelligence and Machine Learning equips students with essential AI ML knowledge and practical skills enabling them to leverage cutting edge technology in today s data driven world With an engaging and accessible approach this textbook ensures that students regardless of technical background gain a working knowledge of AI ML systems Concise easy to digest chapters blend foundational concepts with real world applications to help students develop the expertise needed to implement AI ML solutions across industries For instructors the textbook offers flexible teaching methodologies whether focusing on conceptual discussions light technology applications or full AI ML projects With a clear business perspective and a strong emphasis on AI governance and deployment the textbook prepares students to navigate the future of AI in the workplace with confidence Helping students build a solid foundation in key concepts while exploring strategic implementation and ethical considerations Introduction to Artificial Intelligence and Machine Learning is ideal for undergraduate and graduate students in business engineering and healthcare programs taking courses such as Business Analytics Information Systems and AI Strategy WILEY ADVANTAGE Provides an introduction to artificial intelligence and machine learning designed to make complex concepts understandable Prepares students for AI driven careers by aligning learning objectives with employer demand for AI ML skills Explains AI ML model development deployment and maintenance with clear step by step guidance Integrates real world business applications and case studies to demonstrate AI ML s impact across industries Discusses governance in AI ML to facilitate responsible implementation and decision making Includes practical coding exercises and in class projects to build essential AI ML skills for the workforce Features a robust suite of instructor resources including an extensive Instructor s Manual Test Bank and PowerPoint slides

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Artificial Intelligence in Customer Service Jagdish N. Sheth, Varsha Jain, Emmanuel Mogaji, Anupama Ambika, 2023-08-17 This edited volume elucidates how artificial intelligence AI can enable customer service to achieve higher customer engagement superior user experiences and increased well being among customers and employees As customer expectations dictate 24 7 availability from service departments and market pressures call for lower costs with higher efficiency businesses have accepted that AI is vital in maintaining customer satisfaction Yet firms face tough challenges in choosing the right tool

optimizing integration and striking the appropriate balance between AI systems and human efforts In this context chapters in this book capture the latest advancements in AI enabled customer service through real world examples This volume offers a global perspective on this contemporary issue covering topics such as the use of AI in enhancing customer well being data and technology integration and customer engagement **Handbook of Services and Artificial Intelligence** Ada

Scupola,Jon Sundbo,Lars Fuglsang,Anders Henten,2024-08-06 This Handbook examines the impacts of AI on the innovation of services service processes and business models It presents state of the art conceptual and empirical evidence concerning uses and applications of AI in different service sectors and from varying perspectives **Summary of Harvard Business**

Review's HBR's 10 Must Reads on AI Milkyway Media,2024-01-22 Get the Summary of Harvard Business Review s HBR s 10 Must Reads on AI in 20 minutes Please note This is a summary not the original book HBR s 10 Must Reads on AI explores the transformative impact of artificial intelligence AI on business models and operations Companies like Ant Financial and tech giants such as Google and Facebook have leveraged AI to automate decision making and outperform traditional businesses The AI factory model consisting of data pipelines algorithms experimentation platforms and infrastructure enables dynamic decision making and scalability *Redefining Commerce and Management: New Paradigms for the Digital Age*

(Volume 2) Dr. Gurupada Das,2024 Redefining Commerce and Management New Paradigms for the Digital Age Vol 2 is an edited volume curated by Dr Gurupada Das a distinguished Assistant Professor at Trivenidevi Bhalotia College Raniganj West Bengal This book compiles more than 20 insightful chapters that explore the profound changes and emerging trends in commerce and management brought about by digital advancements It serves as a comprehensive resource for academics practitioners and students keen on understanding the intersection of digital technology and business Vol 1 of this book was published in June 2024 This second volume builds upon the groundwork laid by its predecessor delving deeper into the evolving landscape of digital commerce and management As we continue to witness rapid advancements in technology it becomes increasingly crucial to explore and understand their implications for businesses and educational institutions

Harnessing Emotion AI for Customer Support and Employee Wellbeing Mrabet, Jihene,Boudagga, Soumaya,Sharma, Ridhima,Bansal, Rohit,2025-07-10 Emotion AI transforms the way organizations interact with both customers and employees by enabling systems to recognize interpret and respond to human emotions In customer support emotion AI creates more empathetic and responsive service experiences by analyzing voice tone facial expressions and text sentiment to tailor interactions in real time In the workplace it enhances employee wellbeing by monitoring stress levels detecting burnout signals and promoting mental health through support systems By integrating emotion AI into business operations businesses may improve service quality while fostering a healthier more emotionally intelligent work culture Harnessing Emotion AI for Customer Support and Employee Wellbeing explores how advanced AI can drive positive changes in business operations environmental sustainability and personal well being It delves into the transformative potential of emotion AI designed to

analyze and respond to human emotions This book covers topics such as digital technology service sectors and sentiment analysis and is a useful resource for business owners computer engineers academicians researchers and data scientists

Introduction to Information Systems R. Kelly Rainer,Brad Prince,2025-11-04 As digital transformation becomes increasingly central to effective corporate strategy today s students must learn how information systems provide the foundation for modern business enterprises Known for its rich content and focus on active learning Introduction to Information Systems 11th Edition shows students how they can use IS to help their current or future employers increase profitability improve customer service manage daily operations and drive impact in their markets This course demonstrates that IT is the backbone of any business whether a student is majoring in accounting finance marketing human resources production operations management or MIS In short students will learn how information systems provide the foundation for all modern organizations whether they are public sector private sector for profit or not for profit AI Innovations in Service and Tourism Marketing Nadda, Vipin,Tyagi, Pankaj Kumar,Singh, Amrik,Singh, Vipin,2024-08-01 The use of artificial intelligence AI in service and tourism marketing has revolutionized the industry by personalizing customer experiences and optimizing operational efficiency AI driven tools analyze vast amounts of data to understand customer preferences enabling businesses to offer tailored recommendations and promotions AI powered marketing campaigns can adapt in real time ensuring messages resonate with the right audience AI Innovations in Service and Tourism Marketing discusses cutting edge innovations in the use of AI technologies in service and tourism marketing It explains how to harness these technologies to enhance customer experience and drive engagement Covering topics such as automation chatbots and operational efficiency this book is an excellent resource for managers marketing professionals business leaders researchers academicians educators and postgraduate students Proceedings of 5th International Ethical Hacking Conference Mohuya Chakraborty,Shambhu Prasad Chakrabarty,Ana Penteado,Valentina Emilia Balas,2025-01-27 This book constitutes refereed research works presented at International Ethical Hacking Conference eHaCON 2024 the 5th international conference of its type to be held in Kolkata India in March 2024 The eHaCON 2024 focuses on the new challenges and opportunities for the law created by the rise of Artificial Intelligence AI AI has significant implications for several broad societal issues including investor protection consumer protection privacy misinformation and civil rights Presently AI is being used in various spectrums of the legal fraternity such as drafting contracts briefs laws regulations and court opinions It can also make enforcement and adjudication more effective Generative Artificial Intelligence in Finance Pethuru Raj Chelliah,Pushan Kumar Dutta,Abhishek Kumar,Ernesto D. R. Santibanez Gonzalez,Mohit Mittal,Sachin Kumar Gupta,2025-01-22 This comprehensive volume delves deep into the diverse applications and implications of generative AI across accounting finance economics business and management providing readers with a holistic understanding of this rapidly evolving landscape Generative Artificial Intelligence in Finance Large Language Models Interfaces and Industry Use Cases to Transform

Accounting and Finance Processes provides a comprehensive guide to ethically harnessing generative AI systems to reshape financial management. Generative AI is a key theme across the accounting and finance sectors to drive significant optimizations leading to sustainability. Across 22 chapters leading researchers supply innovative applications of large language models across the economic realm. Through detailed frameworks, real world case studies and governance recommendations, this book highlights applied research for generative AI in finance functions. Several chapters demonstrate how data driven insights from AI systems can optimize complex financial processes to reduce resource usage, lower costs and drive positive environmental impact over the long term. In addition, chapters on AI enabled risk assessment, fraud analytics and regulatory technology highlight applied research for generative AI in finance. The book also explores emerging applications like leveraging blockchain and metaverse interfaces to create generative AI models that can revolutionize areas from carbon credit trading to virtual audits. Overall, with in depth applied research at the nexus of sustainability and optimization enabled by data science and generative AI, the book offers a compilation of best practices in leveraging AI for optimal ethical and future oriented financial management.

Audience: The audience for this book is quite diverse, ranging from financial and accounting experts across banking, insurance, consultancies, regulatory agencies and corporations seeking to enhance productivity and efficiency. Business leaders want to implement ethical and compliant AI practices, researchers exploring the domain of AI and finance.

MarTech, KI und Automatisierung: Die Zukunft des Marketings Andreas Fuchs, 2025-08-08. Das Marketing erlebt einen radikalen Wandel. Unternehmen stehen vor der Herausforderung, eine Flut an Technologien, Daten und Automatisierungsmöglichkeiten strategisch zu nutzen. Doch wie setzt man MarTech und Künstliche Intelligenz gezielt ein, um Wettbewerbsvorteile zu sichern? Dieses Buch verbindet wissenschaftlich fundierte Erkenntnisse mit praxisnahen Best Practices und hilft dabei, Klarheit in die oft unübersichtliche MarTech-Landschaft zu bringen. Andreas Fuchs zeigt, wie Unternehmen ihre Datenbasis optimal nutzen, personalisierte Kundenerlebnisse schaffen und Marketingprozesse intelligent orchestrieren. Das Marketing Technology Framework bildet dabei die strukturierte Grundlage von der Datenstrategie über smarte Segmentierung bis hin zur kanalübergreifenden Kundeninteraktion. Zahlreiche Praxisbeispiele und konkrete Handlungsempfehlungen machen das Buch zu einem unverzichtbaren Leitfaden für alle, die MarTech als echten Wachstumsmotor nutzen möchten. Der Inhalt: Warum MarTech, die Zukunft des Marketings ist; Know Phase: Datengrundlage schaffen; Analyse Phase: Kundenverhalten verstehen und vorhersagen; Orchestrate Phase: Einheitliches Erlebnis über alle Kanäle schaffen; Engage Measure Phase: Marketingaktivitäten messen und optimieren; Künstliche Intelligenz und Automatisierung im Marketing.

[Transforming Business Through Digital Sustainability Models](#) Younas, Afshan, Kassim, Aza Azlina Md., 2025-05-08. Sustainability and digitalization are becoming essential in businesses. It is necessary to enhance collaboration between the digitalization of business and sustainability. Global business practices that focus on sustainability through the digital transformation process can stay competitive and socially responsible. As a result, there is a need and

growing demand for resources that help businesses identify the complexities of digital business transformation while achieving sustainable practices Transforming Business Through Digital Sustainability Models explores sustainability through digitalization practices identifies problems and explores innovative solutions It has educational and professional values that provide practical insights and strategies for achieving sustainability through the digitalization of businesses Covering topics such as stakeholder engagement cost savings and ecosystem restoration this book is an excellent resource for business leaders sustainability activists policymakers researchers academicians and more

Research Handbook on Information Systems and Society Arti Jain, John Wang, Arun K. Yadav, 2025-07-15 This incisive Research Handbook on Information Systems and Society ISS explores the role of Information Systems in contemporary and future societies outlining the key sectors in which they are used and also examining their potential negative impacts such as privacy violations fake news and hate speech

Artificial Intelligence and Accounting Manjit Kour, Daniel P. Schutte, 2025-08-08 In the dynamic field of accounting where accuracy and productivity are critical artificial intelligence AI integration has become a game changer and AI is set to affect every industry With the speed at which technology is developing a thorough manual that helps readers understand the complex world of AI in accounting is desperately needed By offering a sophisticated grasp of how AI is changing the core ideas of accounting and financial management this book bridges this knowledge gap It explores the relationship between AI technology and accounting processes revealing the significant influence and unrealised potential outside of traditional bookkeeping This book delves into how AI is revolutionising accounting procedures It explores the newest AI technologies and their uses in financial data processing auditing compliance and forecasting ranging from machine learning to predictive analytics It ensures responsible AI integration by addressing biases accountability and transparency while emphasising ethical considerations This book provides case studies practical advice and examples from the real world guaranteeing that readers not only understand the theoretical foundations of AI in accounting but also get the knowledge necessary to apply and maximise these technologies within their professional domains by connecting theory and application It offers a road map for traversing the accounting industry's AI frontier from using predictive analytics to make well informed decisions to automating repetitive activities This book will enable accountants auditors and financial analysts to prosper in the emerging AI driven world

Data Protection and Privacy, Volume 13 Dara Hallinan, Ronald Leenes, Paul De Hert, 2021-01-28 This book brings together papers that offer conceptual analyses highlight issues propose solutions and discuss practices regarding privacy data protection and Artificial Intelligence It is one of the results of the thirteenth annual International Conference on Computers Privacy and Data Protection CPDP held in Brussels in January 2020 The development and deployment of Artificial Intelligence promises significant break throughs in how humans use data and information to understand and interact with the world The technology however also raises significant concerns In particular concerns are raised as to how Artificial Intelligence will impact fundamental rights This interdisciplinary book has been written at a time

when the scale and impact of data processing on society on individuals as well as on social systems is becoming ever starker It discusses open issues as well as daring and prospective approaches and is an insightful resource for readers with an interest in computers privacy and data protection

Ethical and Legal Dilemmas of Artificial Intelligence in Latin America David Ramírez Plascencia,Rosa María Alonzo González,2025-05-27 This book analyzes the potential benefits of using artificial intelligence to surpass traditional social and economic problems in Latin America but it also looks to understand the perils and barriers derived from the adoption of this technology This volume is divided in Section 1 Considering AI in the private sphere that debates about the employment of artificial intelligence from the citizen s perspective It embraces topics related with the introduction of AI in the media and the labor market and how Latin Americans perceive engage and mobilize before the rising presence of AI in their daily lives Section 2 Challenges and promises of AI in the public sector centers on the ethical and legal controversies triggered by the incorporation of artificial intelligence in the public sphere It focuses on the promising benefits of introducing AI in the public administration education and public security but also the latent impacts on human rights

Demystifying AI for the Enterprise Prashant Natarajan,Bob Rogers,Edward Dixon,Jonas Christensen,Kirk Borne,Leland Wilkinson,Shantha Mohan,2021-12-30 Artificial intelligence AI in its various forms machine learning chatbots robots agents etc is increasingly being seen as a core component of enterprise business workflow and information management systems The current promise and hype around AI are being driven by software vendors academic research projects and startups However we posit that the greatest promise and potential for AI lies in the enterprise with its applications touching all organizational facets With increasing business process and workflow maturity coupled with recent trends in cloud computing datafication IoT cybersecurity and advanced analytics there is an understanding that the challenges of tomorrow cannot be solely addressed by today s people processes and products There is still considerable mystery hype and fear about AI in today s world A considerable amount of current discourse focuses on a dystopian future that could adversely affect humanity Such opinions with understandable fear of the unknown don t consider the history of human innovation the current state of business and technology or the primarily augmentative nature of tomorrow s AI This book demystifies AI for the enterprise It takes readers from the basics definitions state of the art etc to a multi industry journey and concludes with expert advice on everything an organization must do to succeed Along the way we debunk myths provide practical pointers and include best practices with applicable vignettes AI brings to enterprise the capabilities that promise new ways by which professionals can address both mundane and interesting challenges more efficiently effectively and collaboratively with humans The opportunity for tomorrow s enterprise is to augment existing teams and resources with the power of AI in order to gain competitive advantage discover new business models establish or optimize new revenues and achieve better customer and user satisfaction

An Introduction to Self-Report Measurement Michael G. Elasmr,2025-04-21 This book covers the science of measuring the invisible building

blocks of thought processes that are useful for understanding humans including technology users media consumers and consumers of goods and services It provides An explanation of what self report measurement entails for beginners A clear set of assumptions needed in order for self report measures to yield valuable information A mindset that needs to be adopted when using self report measurement in the contexts of surveys and experiments Guidance for extracting opinion from social media text content and integrating AI A roadmap for quantifying the errors associated with self report measurement

Leveraging AI and Emotional Intelligence in Contemporary Business Organizations Sharma, Dipanker, Bhardwaj, Bhawana, Dhiman, Mohinder Chand, 2023-12-18 Organizations are facing an array of complex challenges that demand innovative solutions From managing a diverse workforce and harnessing the power of data analytics to adapting to remote work and the pressing need for emotionally intelligent leaders the demands on modern businesses are constantly evolving and increasing Staying ahead of these challenges is not only essential for survival but also for thriving in an ever changing environment *Leveraging AI and Emotional Intelligence in Contemporary Business Organizations* is a compass that guides academic scholars students and practitioners through the turbulent seas of modern business management It dissects the problems and offers clear well researched solutions With a team of respected researchers academicians and professionals at the helm this book is a beacon of knowledge illuminating the path to success in today s business landscape

Methodological and Applied Statistics and Demography III Alessio Pollice, Paolo Mariani, 2025-01-29 This book of peer reviewed short papers on methodological and applied statistics and demography is the third of four volumes from the 52nd Scientific Meeting of the Italian Statistical Society SIS 2024 held in Bari Italy on June 17 20 2024 It features the first part of the contributions presented in the Contributed Sessions The volumes address a large number of topics and applications of current interest The topics covered include but are not limited to statistical theory and methods sampling theory Bayesian statistics statistical modeling computational statistics classification data analysis gender statistics and applied statistics The applications reflect new analyses in a wide variety of fields including demography psychometrics education business economics finance law and other social sciences and humanities epidemiology the life and health sciences as well as the environmental and natural sciences and engineering This variety also demonstrates the important role of statistical science in addressing the societal and environmental challenges of sustainable development One of the aims of the Italian Statistical Society SIS is to promote scientific activities for the development of statistical sciences Its biennial international Scientific Meeting represents the Society s largest event which brings together national and international researchers and professionals to exchange ideas and discuss recent advances and developments in theoretical and applied statistics

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