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R. Kelly Rainer

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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'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, and forward-thinking, 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

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Introduction to Artificial Intelligence and Machine Learning, with eBook Access Code R. Kelly Rainer, 2025-09-17

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Table of Contents Ai Overview Update Customer Service

1. Understanding the eBook Ai Overview Update Customer Service
 - The Rise of Digital Reading Ai Overview Update Customer Service
 - Advantages of eBooks Over Traditional Books
2. Identifying Ai Overview Update Customer Service
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Ai Overview Update Customer Service
 - User-Friendly Interface
4. Exploring eBook Recommendations from Ai Overview Update Customer Service

- Personalized Recommendations
- Ai Overview Update Customer Service User Reviews and Ratings
- Ai Overview Update Customer Service and Bestseller Lists

5. Accessing Ai Overview Update Customer Service Free and Paid eBooks
 - Ai Overview Update Customer Service Public Domain eBooks
 - Ai Overview Update Customer Service eBook Subscription Services
 - Ai Overview Update Customer Service Budget-Friendly Options
6. Navigating Ai Overview Update Customer Service eBook Formats
 - ePUB, PDF, MOBI, and More
 - Ai Overview Update Customer Service Compatibility with Devices
 - Ai Overview Update Customer Service Enhanced eBook Features
7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Ai Overview Update Customer Service
 - Highlighting and Note-Taking Ai Overview Update Customer Service
 - Interactive Elements Ai Overview Update Customer Service
8. Staying Engaged with Ai Overview Update Customer Service
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Ai Overview Update Customer Service
9. Balancing eBooks and Physical Books Ai Overview Update Customer Service
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Ai Overview Update Customer Service
10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
11. Cultivating a Reading Routine Ai Overview Update Customer Service
 - Setting Reading Goals Ai Overview Update Customer Service
 - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Ai Overview Update Customer Service

- Fact-Checking eBook Content of Ai Overview Update Customer Service
- Distinguishing Credible Sources

13. Promoting Lifelong Learning

- Utilizing eBooks for Skill Development
- Exploring Educational eBooks

14. Embracing eBook Trends

- Integration of Multimedia Elements
- Interactive and Gamified eBooks

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