

Future of Customer Service with OpenAI's Chatbots and NLP



Openai Today Customer Service

**Jonas Debrulle,Loïc Plé,Elliroma
Gardiner**



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GPT-3 Sandra Kublik, Shubham Saboo, 2022-07-11 GPT 3 NLP with LLMs is a unique pragmatic take on Generative Pre trained Transformer 3 the famous AI language model launched by OpenAI in 2020 This model is capable of tackling a wide array of tasks like conversation text completion and even coding with stunningly good performance Since its launch the API has powered a staggering number of applications that have now grown into full fledged startups generating business value This book will be a deep dive into what GPT 3 is why it is important what it can do what has already been done with it how to get access to it and how one can build a GPT 3 powered product from scratch This book is for anyone who wants to understand the scope and nature of GPT 3 The book will evaluate the GPT 3 API from multiple perspectives and discuss the various components of the new burgeoning economy enabled by GPT 3 This book will look at the influence of GPT 3 on important AI trends like creator economy no code and Artificial General Intelligence and will equip the readers to structure their imaginative ideas and convert them from mere concepts to reality *The New Science of Customer Relationships* Thomas H. Davenport, Jim Sterne, 2025-07-08 A practical strategy guide for building profitable customer relationships using the latest AI science and tech The New Science of Customer Relationships Delivering the One to One Promise with AI is a science based and insightful new approach to integrating the latest generative AI technologies into your company s customer communications Analytics and marketing experts Thomas Davenport and Jim Sterne walk you through the technology and tools you need to understand the data you need to collect the processes you need to implement and the ethics you need to observe to build an industry leading customer relationship framework In the book you ll learn to create systems that reliably generate smart persuasive and hyper personalized interactions with your company s best customers You ll also discover how to integrate these systems directly into your firm s existing operations so you can use the tools to realize tangible financial results Inside the book Tips for using generative AI to analyze customer responses and extract actionable insights about how they feel and what they think Specific tools and technologies you can use to collect customer data and conduct effective analytics to improve your products and services Discussions of ethical guidelines to guide your organization s data and customer communication practices Perfect for marketers sales team leaders technology professionals and anyone else responsible for evolving their company s customer relationships The New Science of Customer Relationships is a hands on playbook that explains the science of the latest customer communication technologies and walks you through exactly how to implement them *ChatGPT eBook* GURMEET SINGH DANG, *Customer Relationship Management, 2e* Mallika Srivastava | Ankur Khare, Customer Relationship Management is no longer a function it is a philosophy In a world driven by experiences relationships are the true currency of business As organizations evolve so must their commitment to understanding engaging and growing with their customers Hence from conceptual frameworks to digital transformation this book will take the audiences on a journey through the strategic world of CRM **Mastering AI for Strategic Business**

Success Jonas Debrulle,Loïc Plé,Ellyoma Gardiner,2025-10-14 In the rapidly evolving landscape of modern business artificial intelligence AI has emerged as a transformative force redefining how organizations operate compete and thrive The advent of AI has introduced unprecedented opportunities and challenges compelling business leaders to navigate a complex intersection of technology and strategy This book provides readers with the tools and perspectives necessary to harness the power of AI responsibly ethically and effectively ultimately driving strategic business success It is an indispensable and comprehensive resource for anyone seeking to understand the strategic implications of AI its role in shaping the future of business and how to leverage AI for strategic advantage Key Features Designed with alternating strategy and technology focused chapters that are tightly interwoven the text provides A clear integrated framework that links AI technologies directly to core strategic business decisions and operational actions Cutting edge case studies and examples illustrating how organizations across sectors are deploying AI to gain a competitive edge Companies discussed include amongst others Netflix Amazon Spotify Ocado the Adecco Group 9altitudes NatWest Group and AlterEos Pedagogical tools such as learning objectives real world examples and applications of AI and in depth discussions of technical aspects of AI support comprehension critical thinking and classroom discussion Digital support via McGraw Hill s Connect platform offering data driven simulations videos case studies and a wide bank of test questions for enhanced learning and engagement Dr Jonas Debrulle is an Associate Professor at I SEG School of Management in France and the Faculty of Economics and Business at KU Leuven in Belgium Previously he was Director of Programs at I SEG overseeing undergraduate and postgraduate programs He currently teaches international strategic management technology entrepreneurship and the impact of AI on business development Dr Loïc Plé is a Professor of Strategic Management and Director of Teaching and Learning at IESEG School of Management He has a Ph D in Management Sciences from University Paris Dauphine PSL He created I SEG Center for Educational and Technological Innovation CETI in 2009 promoting the use of technology to benefit teaching and learning Dr Ellyoma Gardiner is an Organisational Psychologist and Associate Professor at QUT Business School in Australia With over 18 years of experience teaching and researching across Australia Asia and Europe she has held academic positions at the London School of Economics I SEG School of Management and Griffith University

The Impact of Digitalization on Current Marketing Strategies Luis Matosas-López,2024-03-14 Digitalization completely has transformed marketing It has changed consumption habits consumer behaviour and purchasing processes In addition it has modified marketing strategies tactics and processes offering a wide range of mechanisms that allow companies of all types and sizes to enhance their commercial actions

Essentials of Marketing Analytics, 1e Joseph F. Hair (Jr.),Dana E. Harrison,Haya Ajjan,2021 We developed this new book with enthusiasm and great optimism Marketing analytics is an exciting field to study and there are numerous emerging opportunities for students at the undergraduate level and particularly at the master s level We live in a global highly competitive rapidly changing world that is increasingly influenced by digital data expanded analytical

capabilities information technology social media artificial intelligence and many other recent developments We believe this book will become the premier source for new and essential knowledge in data analytics particularly for situations related to marketing decision making that can benefit from marketing analytics which is likely 80 percent of all challenges faced by organizations

The Standard ,1906 *Natural Language Processing in Action, Second Edition* Hobson Lane, Maria Dyshel, 2025-02-25 Develop your NLP skills from scratch with an open source toolbox of Python packages Transformers Hugging Face vector databases and your own Large Language Models Natural Language Processing in Action Second Edition has helped thousands of data scientists build machines that understand human language In this new and revised edition you ll discover state of the art Natural Language Processing NLP models like BERT and HuggingFace transformers popular open source frameworks for chatbots and more You ll create NLP tools that can detect fake news filter spam deliver exceptional search results and even build truthfulness and reasoning into Large Language Models LLMs In Natural Language Processing in Action Second Edition you will learn how to Process analyze understand and generate natural language text Build production quality NLP pipelines with spaCy Build neural networks for NLP using Pytorch BERT and GPT transformers for English composition writing code and even organizing your thoughts Create chatbots and other conversational AI agents In this new and revised edition you ll discover state of the art NLP models like BERT and HuggingFace transformers popular open source frameworks for chatbots and more Plus you ll discover vital skills and techniques for optimizing LLMs including conversational design and automating the trial and error of LLM interactions for effective and accurate results About the technology From nearly human chatbots to ultra personalized business reports to AI generated email news stories and novels natural language processing NLP has never been more powerful Groundbreaking advances in deep learning have made high quality open source models and powerful NLP tools like spaCy and PyTorch widely available and ready for production applications This book is your entrance ticket and backstage pass into the next generation of natural language processing About the book Natural Language Processing in Action Second Edition introduces the foundational technologies and state of the art tools you ll need to write and publish NLP applications You learn how to create custom models for search translation writing assistants and more without relying on big commercial foundation models This fully updated second edition includes coverage of BERT Hugging Face transformers fine tuning large language models and more What s inside NLP pipelines with spaCy Neural networks with PyTorch BERT and GPT transformers Conversational design for chatbots About the reader For intermediate Python programmers familiar with deep learning basics About the author Hobson Lane is a data scientist and machine learning engineer with over twenty years of experience building autonomous systems and NLP pipelines Maria Dyshel is a social entrepreneur and artificial intelligence expert and the CEO and cofounder of Tangible AI Cole Howard and Hannes Max Hapke were co authors of the first edition

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