

Future of Customer Service with OpenAI's Chatbots and NLP



Openai Latest Customer Service

**Sean Wise,Andrew Zacharakis,Andrew
C. Corbett,William D. Bygrave**

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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 WILL 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 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 The authors of this book are undoubtedly on the front lines of operationalizing Gen AI implementations in customer support environments and they know undoubtedly that at its core support is about people and genuine human connections This book walks you through their journey to keep people at the center of this technical tsunami PHAEDRA BOINODIRIS Author AI for the Rest of Us

Mastering AI for Strategic Business Success Jonas Debrulle, Loïc Plé, Elliroma 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 Lo c Pl 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 Elliroma 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

Microsoft Azure AI Fundamentals AI-900 Exam Guide Aaron Guilmette, Steve Miles, 2024-05-31 The AI 900 exam helps you take your first step into an AI shaped future Regardless of your technical background this book will help you test your understanding of the key AI related topics and tools used to develop AI solutions in Azure cloud This exam guide focuses on AI workloads including natural language processing NLP and large language models LLMs You ll explore Microsoft s responsible AI principles like safety and accountability Then you ll cover the basics of machine learning ML including classification and deep learning and learn how to use training and validation datasets with Azure ML Using Azure AI Vision face detection and Video Indexer services you ll get up to speed with computer vision related topics like image classification object detection and facial detection Later chapters cover NLP features such as key phrase extraction sentiment analysis and speech processing using Azure AI Language speech and translator services The book also guides you through identifying GenAI models and leveraging Azure OpenAI Service for content generation At the end of each chapter you ll find chapter review questions with answers provided as an online resource By the end of this exam guide you ll be able to work with AI solutions in Azure and pass the AI 900 exam using the online exam prep resources

The Rise of Generative Artificial Intelligence Nir Kshetri, 2024-12-09 This timely book explores how generative artificial intelligence GAI is developing and diffusing highlighting the diverse impacts this technology is likely to have on economies and societies It also

examines the effects on and the responses of industries where GAI has been the most pervasive *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 *The Elusive Unit of Service* Gary E. Bowers, Margaret R. Bowers, 1976 **California Farmer**, 1972 *Canada Lumberman and Woodworker*, 1911 *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 New Statesman and Nation, 1947 Entrepreneurship Sean Wise, Andrew Zacharakis, Andrew C. Corbett, William D. Bygrave, 2024-10-24 A balanced and practical combination of entrepreneurial theory and cases from a Canadian perspective In the newly revised second Canadian edition of Entrepreneurship a team of entrepreneurs professors researchers and mentors delivers an accessible and insightful combination of business concepts and cases illustrating contemporary entrepreneurial theory Exploring every stage of the entrepreneurial process this comprehensive textbook covers everything aspiring Canadian founders and future entrepreneurs need to know from ideation to funding launch marketing and more Throughout the introductory text a wealth of engaging case studies and examples demonstrate the real world application of business theory Perfect for students of business administration management and entrepreneurship Entrepreneurship offers a hands on learning experience that will appeal to learners who benefit from an abundance of contemporary real world cases and practical examples New to this Edition New case studies on Indigenous entrepreneurs social entrepreneurship and building a founding team New VIDEO cases on Cheekbone Beauty Cosmetics Wealthsimple and Peace by Chocolate New chapter on Indigenous entrepreneurship in Canada highlighting the 7 Grandfather Teachings and the 7 Generation Principle Updated coverage of the Global Entrepreneurship Monitor GEM the recent history of entrepreneurship the Lean Startup methodology Agile Development and Design Thinking Expanded material on the startup lifecycle key milestones first revenue Problem Solution Fit and Product Market Fit Updated information on new forms of funding such as Initial Coin Offerings ICOs and angel investors Expanded coverage of digital entrepreneurship digital resources and online platforms and tools New content on entrepreneurial ecosystems and entrepreneurial support

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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 **The Country Gentleman**
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