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Ai Overview Guide Customer Service

R. Kelly Rainer,Brad Prince

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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.

The Art of After-Sales Marketing Vladislav Dobrokhotov, 2023-08-09 Venture beyond traditional perspectives and harness the untapped power of customer engagement with *The Art of After Sales Marketing*. This groundbreaking guide presents a fresh perspective on marketing that encourages readers to leverage their creativity and storytelling skills to enhance customer engagement and loyalty. Through compelling parallels between the art of visual storytelling and the craft of after sales marketing, this book vividly illustrates how marketers, much like artists, can use their tools to create a powerful, enduring narrative that fosters continuous relationship building. Whether you are a beginner seeking a comprehensive introduction or an experienced marketer needing innovative strategies, this book will guide you. It delves into the critical role of customer acquisition and retention in an organization's profitability and underscores the vital role of after sales marketing in a brand's longevity and success. *The Art of After Sales Marketing* also offers practical insights and techniques to make a lasting impact on your customers and transform them into passionate brand advocates. The journey doesn't end at the sale; dive in and learn how to maximize the narrative potential of your marketing strategy.

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