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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.

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. AN INTERACTIVE

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Enhancing and Predicting Digital Consumer Behavior with AI Musiolik, Thomas Heinrich,Rodriguez, Raul Villamarin,Kannan, Hemachandran,2024-05-13 Understanding consumer behavior in today s digital landscape is more challenging than ever Businesses must navigate a sea of data to discern meaningful patterns and correlations that drive effective customer engagement and product development However the ever changing nature of consumer behavior presents a daunting task making it difficult for companies to gauge the wants and needs of their target audience accurately Enhancing and Predicting Digital Consumer Behavior with AI offers a comprehensive solution to this pressing issue A strong focus on concepts theories and analytical techniques for tracking consumer behavior changes provides the roadmap for businesses to navigate the complexities of the digital age By covering topics such as digital consumers emotional intelligence and data analytics this book serves as a timely and invaluable resource for academics and practitioners seeking to understand and adapt to the evolving landscape of consumer behavior

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The Impact of Artificial Intelligence on Digital Marketing. A Case of Nigerian SMEs Adaobi Oti,2025-01-08 Master s Thesis from the year 2024 in the subject Business economics Offline Marketing and Online Marketing grade 66 University of Plymouth Plymouth Business School course Business managemnet language English abstract This study was aimed at examining the impact of artificial intelligence AI on digital marketing of SMEs in Nigeria The respondents of this study were SMEs owners in Lagos State Nigeria Quantitative and qualitative data was collected with the aid of questionnaire and interview section respectively Qualitative data was analyzed with thematic analysis while the quantitative data was analyzed with correlation and regression to test the hypothesis generated This study revealed that the use of AI by SMEs in Nigeria had a positive impact on digital marketing and sales performance It also identified the major challenge associated with the application of AI in the digital marketing initiatives of Nigerian SMEs to be the lack of AI professionals to facilitate the integration of AI into their digital marketing initiatives

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