



OpenAI

Openai Latest Customer Service

**Jagdish N. Sheth, Varsha
Jain, Emmanuel Mogaji, Anupama
Ambika**

Openai Latest Customer Service:

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

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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 a 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

Build AI-Enhanced Web Apps Theo Despoudis, 2026-03-17 This book shows you step by step and example by example how to build sites and applications that take advantage of large language models LLMs like GPT Claude and Llama Written especially for web developers comfortable with React or Next js this book introduces the tools and techniques you need to add sophisticated AI features like Retrieval Augmented Generation RAG document summarization chatbots and more to your web based projects It guides you through AI development using only JavaScript and other common web dev skills no Python or Machine Learning experience required You ll learn by working with full scale AI projects that solve actual business problems You ll soon be delivering user friendly efficient interfaces that make the absolute best use of AI tech In Build AI Enhanced Web Apps you ll learn how to Integrate AI models into React and Next js applications Implement streaming responses and real time AI interactions Manage conversation history and context in chat applications Implement LangChain js for complex AI workflows and reasoning Build a web application for summarizing documents using LangChain js Utilize Retrieval Augmented Generation RAG systems for knowledge management Develop an AI powered interview preparation system with voice feedback About the technology The users have spoken Agents personalized responses and other LLM powered features are required in modern web applications Build AI Enhanced Web Apps presents the end to end architecture of AI web apps including UI backend infrastructure data processing API integration deployment and scaling with examples and language perfect for professional web developers About the book This accessible book shows you how to ship real AI features not just toy demos using a JavaScript stack you already know React for UI Next js for backend integration and the Vercel AI SDK to connect to LLMs like Gemini and GPT In it you ll acquire the skills you need to complete two portfolio ready projects a voice based interview assistant and a RAG powered corporate knowledge system You ll also learn how to design workflows that balance latency cost and UX and implement responsible guardrails for security quality control hallucinations and bias What s inside Build AI features using a professional stack Ship production ready features Learn from concrete projects About the reader For web developers familiar with JavaScript and React About the author Theo Despoudis is a Senior Engineer at WP Engine specializing in AI powered search and headless WordPress He is an expert in integrating LLMs RAG and Vercel AI SDK into React and Next js apps Table of Contents Part 1 1 Using generative AI in web apps 2 Building your first generative AI web application 3 Connecting AI models with the Vercel AI SDK 4 Managing conversation and state in your application Part 2 5 Prompt engineering in web applications 6 Building AI workflows with LangChain js 7

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Mary Okoroafor, 2026-03-19 The Wealth Habit shows how small well designed behaviours repeated consistently create
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Bowers, 1976 **California Farmer**, 1972 **Canada Lumberman and Woodworker**, 1911 *The New Statesman and
Nation*, 1947 *Entrepreneurship* Sean Wise, Andrew Zacharakis, Andrew C. Corbett, William D. Bygrave, 2024-10-24 A
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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

Editor & Publisher, 1941 *The fourth estate* National Gaming Summary, 2001 *Beef Production and Management* Gary L. Minish, 1982 Beef production what it costs and opportunities for improving efficiency Breeding principles Breeds and breeding systems Sire selection Selecting the productive female Beef cattle reproduction Cow herd management Selling buying and managing feeder cattle Nutrient requirements of beef cattle Evaluation of feedstuffs and ration formulation Simple guidelines for feeding beef cattle Systems analysis developing the most profitable management system Marketing finished cattle Facilities and feed storage for beef cattle **Pillar of Fire**, 1911 **Better and Better: Creating a**

Culture of Purpose, Excellence, and Transformative Human Engagement Robert Stiller, 2024-09-06 Green Mountain Coffee founder Bob Stiller delivers the timeless leadership approach he pioneered in the 1990s to help you increase engagement retention and revenue Decades before the business world discovered the power of authentic staff engagement Green Mountain Coffee Roasters cofounder Bob Stiller was busy creating a company with a mission to build an engaged workforce focused on innovation In the end Green Mountain became a place where people realized they could make a difference where their input mattered where they were rewarded fairly and where they can gro It became a place workers feel good about A community A happy place that got better and better And business results followed Green Mountain Coffee

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The Country Gentleman ,1978

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

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