

REMOTE CUSTOMER SERVICE JOBS

10 WEBSITES TO APPLY



Remote Jobs Compare Customer Service

Karin Nielsen-Saines



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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

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American Ecclesiastical Review Herman Joseph Heuser,1959 The American economic review ,1929 Spectator [Philadelphia]. An American Review of Insurance ,1920 Management Review Amacom,1978 **American Monthly Review of Reviews** ,1918 **The American Review of Reviews** Albert Shaw,1918 The American Review of Reviews ,1918 American Monthly Review of Reviews Albert Shaw,1918 **Iron Trade Review** ,1921 The Software Encyclopedia ,1988

International Conference on Innovation, Sustainability, and Applied Sciences Chithirai Pon Selvan,Nidhi Sehgal,Sonakshi Ruhela,Noor Ulain Rizvi,2025-02-11 The book presents the proceedings of the International Conference on Innovation Sustainability and Applied Sciences ICISAS 2023 which took place in Dubai UAE on 09 11 December 2023 The conference is a unique opportunity to learn from leading researchers and professionals on how to collectively shape the future through innovation sustainability and scientific vigor Topics include but are not limited to

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