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Ai Overview Latest Customer Service

Peter Krüssel



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whether students are pursuing careers in accounting finance marketing human resources operations management or MIS Students explore how information systems enable companies to increase profitability enhance customer service streamline operations and create competitive advantage in today s data driven economy Indigenous perspectives highlight the unique characteristics of Indigenous businesses and their use of technology enriching students understanding of diverse approaches to organizational success

Transforming the Service Sector With New Technology Rana, Varinder Singh,Bathla, Gaurav,Raina, Ashish,Chhabra, Divoy,2025-05-07 Technology can impact the service sector in a variety of ways It can be used to transform a number of service related businesses including hospitality tourism banking healthcare and others Businesses navigating the rapidly changing landscape of services and technology can benefit from it by using emerging technology to create new services or improve existing ones With the rapid rise in technology the regulatory landscape is changing requiring additional changes to ensure responsible innovation and protect consumers interests Transforming the Service Sector with New Technology strives to stimulate innovation aid in strategic decision making and benefit service industries as a whole It provides valuable information about how technology is impacting and transforming the services sector and insights in responsibly regulating it Covering topics such as customer engagement recovery strategies and technology driven product placement this book is an excellent resource for industry decision makers Industrialists hospitality professionals entrepreneurs policymakers scholars academicians professionals and more

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

Multidisciplinary Research Area in Arts, Science & Commerce (Volume-3) Chief Editor- Biplab Auddya, Editor- Nazia Qureshi, Dr. Ratnaprava Parija, Dr. R. Senthamizh Veena, Dr. C. Salma, Milinkumar Maru, Mr Romero D'Souza,2025-06-25

Future Telco Peter Krüssel,2018-07-23 This book examines the extensive changes in markets technologies and value chains that telecommunication companies are currently confronted with It analyzes the crossroads they have reached and the choices that now need to be made to be a bit pipe or a trendsetter of digitalization Based on an analysis of the key challenges for telcos the book derives future market scenarios and puts forward recommendations for how they can successfully position themselves It proposes a framework based on seven levers which

addresses concrete measures in each step of the value chain ranging from technology IT and processes to innovation marketing and sales issues The book discusses the current challenges and provides both general recommendations and concrete solutions Respected experts illustrate innovative strategic and technical trends and provide insights gained in real life transformation projects Recent developments in the areas of regulation product development competition between over the top OTT providers and telcos as well as technical innovations like 5G SDN NFV LEO satellites and MEC are discussed Accordingly practitioners managers and researchers alike will benefit from the book s wealth of examples and up to date insights

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