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Ted Schadler, Josh Bernoff, Julie Ask



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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

Design, User Experience, and Usability: User Experience Design for Diverse Interaction Platforms and Environments Aaron Marcus, 2014-06-11 The four volume set LNCS 8517 8518 8519 and 8520 constitutes the proceedings of the Third International Conference on Design User Experience and Usability DUXU 2014 held as part of the 16th International Conference on Human Computer Interaction HCII 2014 held in Heraklion Crete Greece in June 2014 jointly with 13 other thematically similar conferences The total of 1476 papers and 220 posters presented at the HCII 2014 conferences were carefully reviewed and selected from 4766 submissions These papers address the latest research and development efforts and highlight the human aspects of design and use of computing systems The papers accepted for

presentation thoroughly cover the entire field of Human Computer Interaction addressing major advances in knowledge and effective use of computers in a variety of application areas The total of 256 contributions included in the DUXU proceedings were carefully reviewed and selected for inclusion in this four volume set The 76 papers included in this volume are organized in topical sections on design for the web design for the mobile experience design of visual information design for novel interaction techniques and realities games and gamification

Retail and Digital Banking John Henderson, 2018-10-03 Endorsed by the Chartered Banker Institute as core reading for the Personal and Private Banking module Retail and Digital Banking looks at the changes that have occurred including developments in onshore and offshore operations call centres and the impact of technology and other critical factors in retail and digital banking This book considers the evolution of retail banking services and the major role that technology has played in providing quality cost effective services to consumers This fascinating text then goes on to offer expert thought leadership on the future of retail banking and what this could mean for existing established banks and disruptive new entrants Retail and Digital Banking offers readers the opportunity to take a step back and consider the evolution of the sector in which they work and the tremendous level of change that has occurred over time for all operational activity Retail and Digital Banking provides support for the Personal and Private Banking module assessment and features practical case studies from the banking sector This essential text brings the journey of modern banking to life and considers what the future holds Online supporting resources include a glossary and updates to regulation

Reaching Your New Digital Heights David W. Wang, 2023-08-07 The 4th Industrial Revolution is here and it is the catalyst of our mindset changes as we are facing a new world of digital transformation Mindset stands for our outlook attitudes and behaviors toward the world Now that the world is rapidly changing due to technological advances our mindset needs to leap with the trend and enable us to excel in the new digital era Many books may have touched on the subject of digital mindset but this book takes it to a new level The new Cognitive Model of Digital Transformation introduced in and followed by this book is dedicated to digital mindset leaps from key concepts and comparative approaches to best practices The Cognitive Model of Digital Transformation categorizes the process of digital mindset leaps into five different layers from Layer 1 as the foundation or starting key concepts Layer 2 for digital ways of thinking Layer 3 on digital behaviors and capabilities Layer 4 on digital transformation all the way to Layer 5 of wisdom in digital space walking through the entire journey of digital mindset leaps This book intends to help get your mindset adapted and ready to navigate digital transformation along the right track Enjoy this book and its amazing journey of digital mindset leaps

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Topics in Cryptology - CT-RSA 2021 Kenneth G. Paterson, 2021-05-11 This book constitutes the refereed proceedings of the Cryptographer's Track at the RSA Conference 2021 CT RSA 2021 held in San Francisco CA USA in May 2021 The 27 full papers presented in this volume were carefully reviewed and selected from 100 submissions CT RSA is the track devoted to scientific papers on cryptography public key to symmetric key cryptography and from cryptographic protocols to primitives and their implementation security The conference was held virtually

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