



AI for Customer Service

SKILLS GAINED

- Data Collection and Analysis for AI AI Solution
- Implementation Strategies Customer Experience
- Optimization with AI Ethical Considerations in AI
- Deployment Future Trends in AI for Customer Service
- Crafting AI Strategies for Organizations

HANDS-ON PRACTICE

- Zendesk
- Freddy AI
- Octane AI
- Rul.ai

WHO SHOULD ENROLL

- Customer Service
- Executives Technology
- Leaders Customer
- Experience Professionals
- Business Analysts



ABOUT AI FOR CUSTOMER SERVICE

- **Enhance Customer Experiences:** Employ AI-Powered Service Solutions
- **Customer-Centric AI:** Redefine service workflows with AI-powered personalization
- **Practical Execution:** Implement automation tools to optimize CX and satisfaction
- **Ethical AI Integration:** Covers trust-building and responsible AI practices
- **Competitive Edge:** Learn to enhance communication and service delivery at scale

OVERVIEW

- **Learn AI-Driven Customer Support:** Learn how to integrate AI-powered chatbots, voice assistants, and automated ticketing for enhanced service.
- **Improve Customer Satisfaction with AI:** Use AI analytics to personalize interactions and resolve queries efficiently.
- **Stay Ahead in AI-Powered Customer Experience:** AI-driven customer service is transforming businesses, and companies seek professionals skilled in AI adoption.
- **Expand Your Career in AI Customer Service:** High demand for AI-powered customer service professionals across e-commerce, SaaS, banking, and telecom sectors.

AT A GLANCE



Included: Course + Official exam + Digital badge



Duration: Weekdays, on-site totaling 16 hours
OR Weekends, Bootcamp totaling 10 hours



Delivery: Hybrid delivery with trainers (virtual AND in-person) to support practice and completion.



Exam Format: 50 questions, 70% passing, 90 minutes, online
All participants receive an official printed certificate