AI+ Customer Service Practitioner (AICS)

ID AICS **Price** CHF 995.—(excl. VAT) **Duration** 1 days

Prerequisites

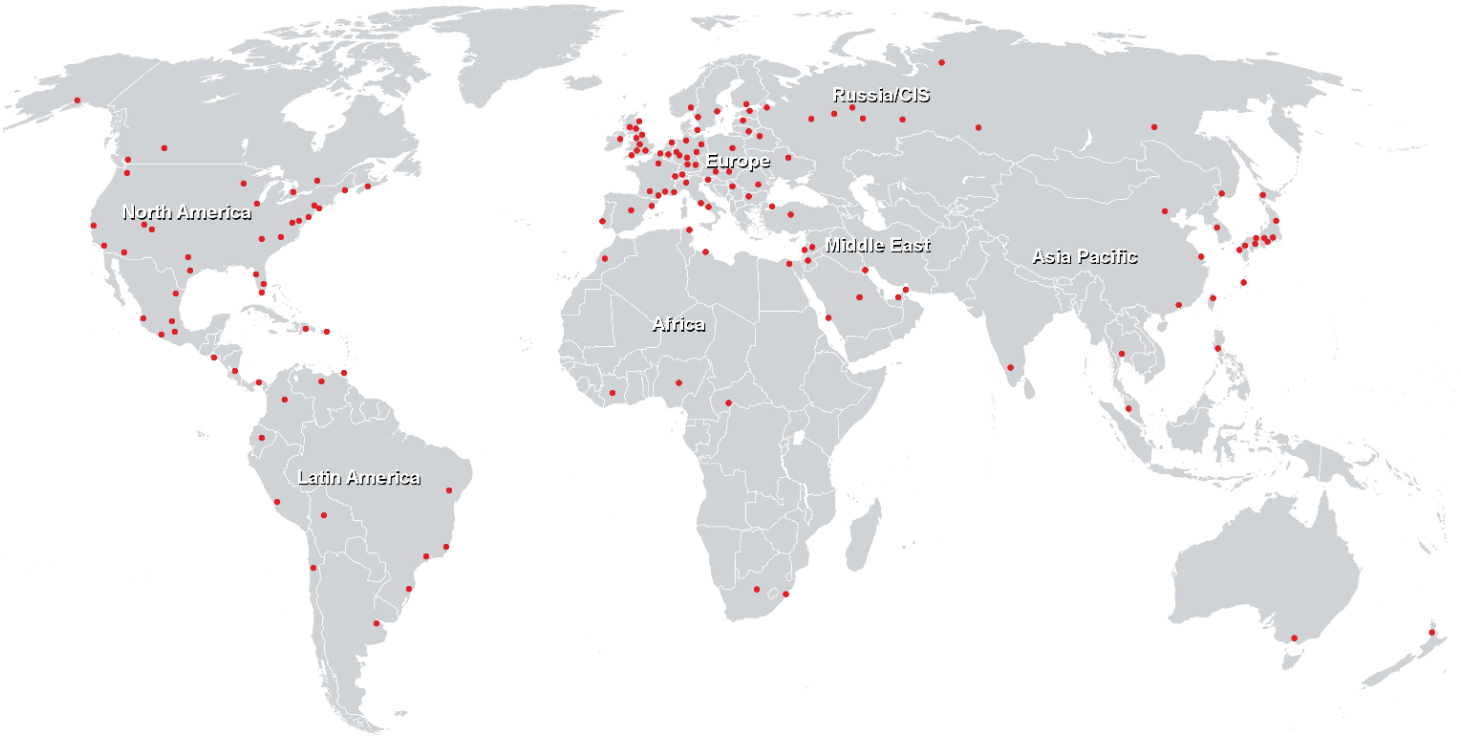
- Candidates should possess a basic understanding of business operations and the role of customer service in organizational success.
- Basic familiarity with digital tools, software, and the underlying concepts of artificial intelligence is expected.
- An insight into strategic decision-making processes within organizations, especially related to technology adoption and customer service improvements.
- Genuine curiosity and openness to explore how artificial intelligence can be applied to transform customer service practices and create value for businesses and their customers.

Course Objectives

- **Implementing and Managing AI Solutions**
  - Learners will gain practical skills in selecting, deploying, and managing AI technologies within customer service settings to enhance efficiency and effectiveness.
- **Data-Driven Customer Insights**
  - Learners will get the ability to collect, analyze, and utilize customer data through AI tools to improve service delivery and customer satisfaction.
- **Optimizing Customer Experiences with AI**
  - Students will learn how to use AI to personalize and enhance customer interactions, ensuring a seamless and satisfying customer journey.
- **Strategic AI Implementation**
  - Learners will develop strategic thinking skills necessary to design and implement a comprehensive AI strategy tailored to their organization’s needs, including considerations for ethical use and trust in AI systems.

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Training Centres worldwide





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