

AI+ Customer Service (AICS)

ID AICS Prix CHF 995,— (Hors Taxe) Durée 1 jour

Pré-requis

- 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.

Objectifs

- **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.

Centres de formation dans le monde entier



Fast Lane Institute for Knowledge Transfer (Switzerland) AG

Husacherstrasse 3
CH-8304 Wallisellen
Tel. +41 44 832 50 80

info@flane.ch, <https://www.flane.ch>