

Best AI Tools of 2025: How They're Changing the Game



Ai Tools 2025 Customer Service

Aynur Sarısakaloğlu, Martin Löffelholz

Ai Tools 2025 Customer Service:

ChatGPT for Customer Service Representatives Jade Summers, Transform Your Customer Service with AI Unlock the full potential of your customer service operations with ChatGPT for Customer Service Representatives Enhancing Efficiency with AI Driven Solutions This comprehensive guide dives into the revolutionary capabilities of ChatGPT offering actionable strategies to integrate AI seamlessly into your workflow Discover how to Leverage Natural Language Processing for superior customer interactions Provide multilingual support to cater to a global audience Utilize predictive analytics to anticipate customer needs Personalize customer experiences with AI driven insights Ensure data privacy and regulatory compliance Equip yourself with the knowledge to transform your customer service and stay ahead in the competitive landscape Whether you re a seasoned professional or new to the field this book will help you harness the power of AI for unparalleled efficiency and customer satisfaction *Artificial Intelligence with Microsoft Power BI* Jen Stirrup, Thomas J. Weinandy, 2024-03-28 Advance your Power BI skills by adding AI to your repertoire at a practice level With this practical book business oriented software engineers and developers will learn the terminologies practices and strategy necessary to successfully incorporate AI into your business intelligence estate Jen Stirrup CEO of AI and BI leadership consultancy Data Relish and Thomas Weinandy research economist at Upside show you how to use data already available to your organization Springboarding from the skills that you already possess this book adds AI to your organization s technical capability and expertise with Microsoft Power BI By using your conceptual knowledge of BI you ll learn how to choose the right model for your AI work and identify its value and validity Use Power BI to build a good data model for AI Demystify the AI terminology that you need to know Identify AI project roles responsibilities and teams for AI Use AI models including supervised machine learning techniques Develop and train models in Azure ML for consumption in Power BI Improve your business AI maturity level with Power BI Use the AI feedback loop to help you get started with the next project [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 LL 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

Managing and Using Information Systems Keri E. Pearlson,Carol S. Saunders,Dennis F. Galletta,2024-01-11 Provides the knowledge and insights necessary to contribute to the Information Systems decision making process Managing Using Information Systems A Strategic Approach delivers a solid knowledgebase of basic concepts to help MBA students and general business managers alike become informed competent participants in Information Systems IS decisions Now in its eighth edition this fully up to date textbook explains the fundamental principles and practices required to use and manage information while illustrating how information systems can create or obstruct opportunities and even propel digital transformations within a wide range of organizations Drawing from their expertise in both academia and industry the authors discuss the business and design processes relevant to IS while presenting a basic framework that connects business strategy IS strategy and organizational strategy Step by step readers are guided through each essential aspect of Information Systems from fundamental information architecture and infrastructure to cyber security Artificial Intelligence AI business analytics project management platform and IS governance IS sourcing and more Detailed chapters contain mini cases full length case studies discussion topics review questions supplemental readings and topic specific managerial concerns that provide insights into real world IS issues Managing Using Information Systems A Strategic Approach Eighth Edition is an excellent textbook for advanced undergraduate and MBA level courses on IS concepts and managerial approaches to leveraging emerging information technologies

The Handbook of Artificial Intelligence and Journalism Aynur Sarisakaloğlu,Martin Löffelholz,2025-12-23 Presents a comprehensive global overview of AI driven journalism and its transformative impact on media practices As artificial intelligence AI continues to reshape the media landscape The Handbook of Artificial Intelligence and Journalism provides the first comprehensive academic exploration of the intersection between AI technologies and journalism Edited by Aynur Sar

sakalo lu and Martin L. Ffelholz this foundational volume brings together 37 leading scholars from six continents to examine how AI is redefining the structures practices and epistemologies of journalism Organized around key thematic areas the Handbook investigates the driving forces propelling the algorithmic transformation and unveils emerging trends in journalistic practice and journalism research moving beyond Western centric perspectives to incorporate diverse global experiences and knowledge production Twenty eight original chapters address systemic shifts such as evolving structures of media organizations changing roles of actors transformations in news production routines and shifting patterns of news consumption By integrating theoretical empirical and practical perspectives the Handbook sets the stage for a new research agenda for understanding AI driven journalism on a global scale Containing rigorous interdisciplinary scholarship and broad geographical coverage The Handbook of Artificial Intelligence and Journalism Integrates theoretical foundations empirical studies and practical applications in a cohesive structure Offers insights into journalism practices across a wide range of geographical contexts and engages with approaches that transcends Western dominated paradigms incorporating perspectives from the Global South Employs interdisciplinary frameworks to enhance the understanding of AI driven journalism Examines the sociotechnical dynamics of AI including its potential benefits and challenges for journalism Presents forward looking reflections on the future of journalism research in the AI era The Handbook of Artificial Intelligence and Journalism is ideal for undergraduate graduate and doctoral students in journalism communication and media studies programs It also serves as a vital reference for researchers educators media professionals and policy advisors engaged in digital journalism journalism research media innovation and public communication

AI Strategies for Social Entrepreneurship and Sustainable Economic Development Yu, Poshan, Wong, Steve K.M., Prabhakar, Akhilesh Chandra, 2024-12-26 While the 20th century saw massive successes in terms of industrialization much of the world's population was excluded from the spoils of these endeavors and often directly exploited in their achievement Simultaneously the environmental impact of these practices has done irreparable harm to our world Now nearly a quarter through the 21st century we must ensure that the same mistakes are not repeated and that we use recent technological developments such as artificial intelligence to more evenly distribute earnings and resources while also ensuring that our environment is protected AI Strategies for Social Entrepreneurship and Sustainable Economic Development explores the intersection of inclusive innovation artificial intelligence AI strategies social entrepreneurship and sustainable economic development The book delves into how AI technologies can be leveraged to promote social inclusion drive entrepreneurship and foster sustainable economic growth in diverse contexts This book contribute to the existing literature by providing insights into the potential of AI in advancing inclusive innovation and sustainable development Offering practical strategies case studies and best practices this book is an excellent resource for policymakers researchers practitioners and students interested in the intersection of AI social entrepreneurship and economic development

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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

"Looks Good to Me" Adrienne Braganza,2025-01-07 Deliver code

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