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Alka Jarvis, Luis Morales, Ulka Ranadive

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implementation technologies of state of the art AI systems and services Also there are chapters on computer vision CV and natural language processing NLP the primary use cases and applications of AI The book has well written chapters for demystifying AI model engineering methods Further on our esteemed readers can find details on AI model evaluation optimization deployment and observability Finally the book deals and describes generative AI the latest buzzword in the IT industry The book presents the recent ground breaking changes taking place in the aspects of AI model building hosting running and maintaining in cloud environments articulates and accentuates the most recent developments taking place in the domain of Artificial Intelligence covers the noteworthy innovations and disruptions towards Generative Artificial Intelligence Generative AI explains the breakthrough innovations and disruptions towards Artificial General Intelligence AGI and delineates an engaging discussion of Natural Language Processing Neuromorphic Systems and Biometrics *Technical Support Essentials* Andrew Sanchez, Karen Sleeth, 2010-09-08 *Technical Support Essentials* is a book about the many facets of technical support It attempts to provide a wide array of topics to serve as points of improvement discussion or simply topics that you might want to learn The topics range from good work habits to the way technical support groups establish their own style of work This book applies theories models and concepts synthesized from existing research in other fields such as management economics leadership and psychology and connects them to technical support The goal is to build on the work of others and allow their success to evolve the profession The book's broad perspective looks at proven practices legal issues dealing with customers utilizing resources and an array of other topics of interest to tech support professionals

Customer Service For Dummies Karen Leland, Keith Bailey, 2011-03-03 *Customer Service For Dummies Third Edition* integrates the unbeatable information from *Customer Service For Dummies* and *Online Customer Service For Dummies* to form an all in one guide to customer loyalty for large and small businesses alike The book covers the fundamentals of service selling and presents up to date advice on such fundamentals as help desks call centers and IT departments Plus it shows readers how to take stock of their customer service strengths and weaknesses create useful customer surveys and learn from the successes and failures of businesses just like theirs Karen Leland and Keith Bailey Sausalito CA are cofounders of Sterling Consulting Group an international consulting firm specializing in quality service consulting and training for such clients as Oracle IBM Avis and Lucent **Achieving Customer Experience Excellence through a Quality Management System** Alka Jarvis, Luis Morales, Ulka Ranadive, 2016-07-04 A case for seeing customer experience CX and associated transformations as the next natural evolution of the quality management system QMS already in place in most companies

Crafting Customer Value Peter Duchessi, 2002 This work shows how companies can avoid commoditization by delivering superior customer value It provides an account of what a company must do and how to go about doing it in each critical area It utilizes numerous vignettes and mini cases drawn from several large and medium sized companies to illustrate its points and shows the application of frameworks models concepts and techniques **Customer Service Officer Diploma - City of**

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