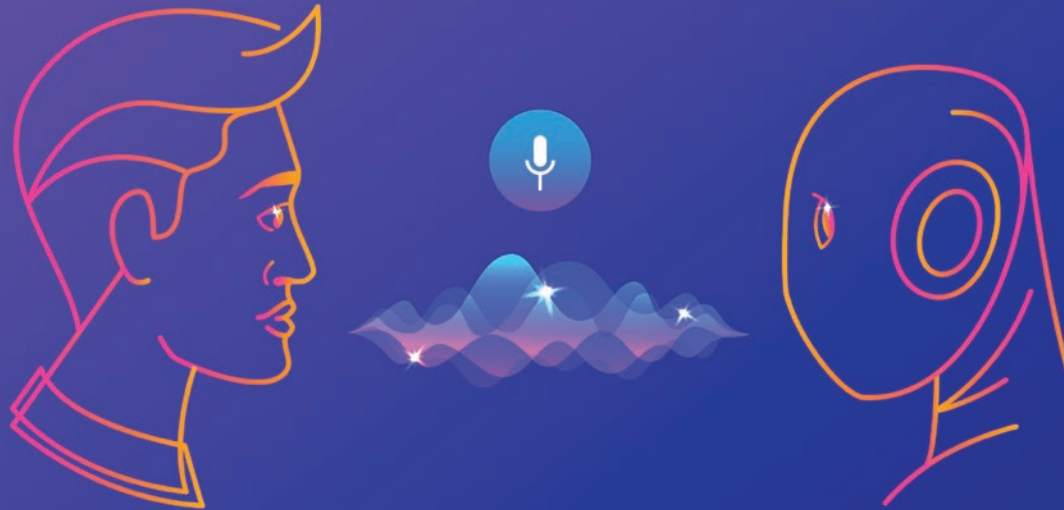


Best Practices



Conversational AI Use Cases in Customer Service

Conversational AI offers a seminal advancement in the way we interact with computers. Forget the menus, touchscreens, or mouse-clicks: Customers can now just use their voice to engage with a computer, an action that requires no learning curve.

The implication for customer service applications is life altering: better, faster, more accurate service for customers; lower costs with higher customer satisfaction metrics for companies. Plus, the value of these conversational AI applications will improve with use as they learn on the job.

Join this month's Best Practices series and help our readers find out which types of real-world use cases are showing the most promise and the best ROI, and where to begin for quick wins.

Roundtable Date: 10/21/2020

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