

# What is customer service?

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Simply put, **customer service** is helping customers solve problems, teaching them how to use products, and answering questions. The definition is in the name of the concept – customer service is about serving the needs of customers.



# Define Customer Service Agent

**Jeri Edwards, Deborah DeVoe**



## **Define Customer Service Agent:**

*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

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saves time and integrates into workflows With vague frameworks fragmented tooling and endless hype most developers are left without a clear path The hardest part isn't technical it is knowing where to start This book gives you that starting point It is a complete guide to building intelligent AI agents and agentic systems using the official OpenAI Agents SDK It begins by grounding you in the core concepts design principles and architecture of AI agents how they differ from other traditional systems their advantages and why that matters Through practical step by step projects you'll master every feature of the SDK tools memory RAG multi agent orchestration tracing handoffs and more while contributing to an end to end agent system that grows in complexity Projects include a custom support agent invoice and inventory assistant health advisor sales trainer and data analyst giving you production ready skills By the end you'll know how to design build and deploy agentic systems that interact with APIs query databases hand off to external systems and drive meaningful outcomes You won't just understand AI agents you'll be ready to ship them What you will learn Understand the core principles of AI agents and why they matter Use the OpenAI Agents SDK to build real working agents from scratch Design both single agent and multi agent systems Integrate external tools APIs and data sources to extend agent capabilities Add memory and stateful context to your agents so they can remember and adapt over time Coordinate agent to agent handoff orchestrations Secure monitor and scale agents in production Who this book is for This book is for LLM engineers developers tech savvy professionals analysts and consultants who want to build practical agentic AI solutions using the OpenAI SDK A basic understanding of Python and AI concepts is recommended but no prior experience with agents is required Whether you're exploring agents for the first time or want to deepen your skills with hands on projects this guide provides structured production ready knowledge

### **Extending Dynamics 365 Customer Engagement Apps with Low Code** Nicolás Andrés Fernández, 2023-01-06

Customize your Dynamics 365 customer engagement apps to increase business productivity and customer value at scale using a low code approach Key Features Leverage Power Apps and customize Dynamics 365 CE apps to implement advanced business case scenarios Create automation with Power Automate to empower Dynamics 365 CE users to increase their productivity Easily build bots using Power Virtual Agents for both internal and external use cases Book Description Extending Dynamics 365 Customer Engagement Apps with Low Code helps you gain a comprehensive practical understanding of how a no code low code project approach works for Dynamics 365 D365 Customer Engagement CE This book covers the most relevant native capabilities for configuration along with real world scenarios to showcase the magic of extending D365 CE apps with Power Platform The book starts by identifying different scenarios and use cases to extend D365 CE apps with a low code approach You'll learn about the different capabilities of Dataverse and Power Apps used to extend native applications Next you'll discover how to leverage Power Apps both Canvas apps and model driven apps and Power Pages to build apps and portals around D365 CE processes You'll also explore Power Automate's capabilities to create or modify business processes as well as incorporate new processes and automation As you advance you'll also discover how Power Virtual

Agents can be implemented in Dynamics 365 CE apps The book concludes by teaching you to integrate Power BI natively with customer engagement thus facilitating the construction of advanced reports and dashboards By the end of this book you will have gained hands on expertise in customizing CE apps with Power Platform to deliver more scalable and maintainable solutions What you will learn Leverage the capabilities of Dataverse and Power Apps to extend Dynamics 365 CE native applications Create Canvas and model driven apps on top of Dynamics 365 CE applications Integrate AI Builder capabilities with Dynamics 365 CE for advanced solutions Create automation with business process flow cloud flows and classic workflows Deploy a chatbot and integrate it with Dynamics 365 CE processes Embed Power BI dashboards and reports in Dynamics 365 CE apps Who this book is for This book is for Dynamics 365 developers solutions architects technical functional consultants and pre sales architects working on Dynamics 365 customer engagement who want to customize and extend their customer engagement apps with the power of low code no code technology and gain practical experience in using Power Platform components to deliver scalable maintainable and intelligent solutions to their clients Working knowledge of Dynamics 365 and basic knowledge of low code no code technology will help you get the most out of this book

*Introduction to Maintenance Engineering* Mohamed Ben-Daya, Uday Kumar, D. N. Prabhakar Murthy, 2016-04-04 This introductory textbook links theory with practice using real illustrative cases involving products plants and infrastructures and exposes the student to the evolutionary trends in maintenance Provides an interdisciplinary approach which links engineering science technology mathematical modelling data collection and analysis economics and management Blends theory with practice illustrated through examples relating to products plants and infrastructures Focuses on concepts tools and techniques Identifies the special management requirements of various engineered objects products plants and infrastructures

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