

# AI+ Customer Service

**Category:** AI/ML | **Vendor:** AI Certs

**Duration:** 8.00 hours (1 days)

**6.5 CPD Hours**

**Rating:** ★ 4.6 (5,878 reviews)

## Course Information

<b>Language:</b>	English
<b>Delivery Format:</b>	Instructor Led - Online
<b>Certification:</b>	AI+ Customer Service
<b>Related Exam:</b>	AI+ Customer Service

## Course Overview

The AI+ Customer Service course is meticulously crafted for professionals keen on transforming customer service interactions using Artificial Intelligence (AI). Starting with an introductory overview of AI's impactful role in customer service, the curriculum progresses to a detailed exploration of various AI technologies. Participants are taught effective methods for data collection and analysis, foundational steps crucial for the successful implementation of AI. The course also delves into the nuances of integrating AI solutions to enhance customer experiences, while also addressing the importance of ethical considerations and trust-building in the deployment of responsible AI technologies.

As the course unfolds, learners will navigate through the evolving landscape of AI in customer service, gaining insights into future trends and technological advancements. The culmination of the course involves the development of a bespoke AI strategy, carefully aligned with the specific needs of each participant's organization. With a strong focus on the practical application of learned concepts, the course equips professionals with the necessary tools to excel in the dynamic field of customer service. By mastering AI-driven strategies, participants will not only enhance customer satisfaction but also drive significant growth within their organizations.

## About This Course

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## Who Should Attend

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Customer Success Manager Specialist

# Learning Outcomes

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**Upon successful completion of this course, participants will be able to:**

## **Course Objectives**

- Enhanced Efficiency
- Personalized Interactions
- 24/7 Availability
- Continuous Learning and Improvement
- Seamless Integration

## **📄 Certification Path**

AI+ Customer Service

Exam: AI+ Customer Service

## Additional Course Details

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Step into the future of technology with industry-recognised certifications from AI Certs covering the full organisations AI certification requirements. Whether you're starting your journey or advancing your career, our expert-led training programs give you the skills to design, build, and manage AI solutions using leading platforms and technologies. Gain real-world knowledge, and the confidence to drive innovation in any industry.

# Frequently Asked Questions

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## **Q: What delivery options are available for AI+ Customer Service?**

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
  - Traditional Instructor-Led Classroom Training (ILT)
  - On-site delivery at your offices anywhere in United Kingdom
  - Private dedicated courses customized for your team
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## **Q: What certification does this course prepare me for?**

The AI+ Customer Service course helps prepare you for the AI+ Customer Service certification path.

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## **Q: Which exam does this course prepare me for?**

This course prepares you for the AI+ Customer Service official exam. You can take this exam at any exam center across United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online wherever you are located.

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## **Q: How many CPD hours does this course provide?**

The 1-day AI+ Customer Service course provides up to 6.5 CPD hours of structured learning. CPD certificates can be provided upon request.

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## **Q: What is the duration of the AI+ Customer Service training?**

The training takes place over 1 day(s), with each day lasting approximately 8.00 hours including breaks for lunch and refreshments.

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## **Q: Do you provide corporate training for AI+ Customer Service?**

Yes, we provide corporate training, dedicated training, and closed classes for AI+ Customer Service. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

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## Q: Why choose Nexus Human for AI+ Customer Service?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

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## Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your AI+ Customer Service training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

# Nexus Human

## Professional Training & Development

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