

SKILLS YOU'LL GAIN

- Data Collection and Analysis for AI
- AI Solution Implementation Strategies
- Customer Experience Optimization with AI
- Ethical Considerations in AI Deployment
- Future Trends in AI for Customer Service
- Crafting AI Strategies for Organizations

TOOLS YOU'LL MASTER

- Zendesk
- Freddy AI
- Octane AI
- Rul.ai

WHO SHOULD ENROL

- Customer Service Executives
- Technology Leaders
- Customer Experience Professionals
- Business Analysts

AI LEARNING, ENHANCED BY HUMAN SKILLS

Equip your people with the knowledge to work effectively in an AI-enabled world.

Our AI certification programmes can be **delivered independently** or **bundled** with leadership, communication, management, and professional development training for greater workplace impact.

LEARN MORE



AI+ Customer Service Practitioner™

AI CERTS®

AI+
Customer Service Practitioner™

ABOUT AI+ CUSTOMER SERVICE PRACTITIONER™

- **Enhance Customer Experiences:** Employ AI-Powered Service Solutions
- **Customer-Centric AI:** Redefine service workflows with AI-powered personalization
- **Practical Execution:** Implement automation tools to optimize CX and satisfaction
- **Ethical AI Integration:** Covers trust-building and responsible AI practices
- **Competitive Edge:** Learn to enhance communication and service delivery at scale

OVERVIEW

- **Master AI-Driven Customer Support:** Learn how to integrate AI-powered chatbots, voice assistants, and automated ticketing for enhanced service.
- **Improve Customer Satisfaction with AI:** Use AI analytics to personalize interactions and resolve queries efficiently.
- **Stay Ahead in AI-Powered Customer Experience:** AI-driven customer service is transforming businesses, and companies seek professionals skilled in AI adoption.
- **Expand Your Career in AI Customer Service:** High demand for AI-powered customer service professionals across e-commerce, SaaS, banking, and telecom sectors.

AT A GLANCE



Included: Course + Official exam + Digital badge



Duration: Self-Paced: 6 hours of content



Delivery: Self-paced eLearning



Exam Format: 50 questions, 70% passing, 90 minutes, online



Outcome: Industry recognised credential + hands on experience