

Transforming Customer Support with AI: Crafting Custom Assistants for Your Business - TTAI2062

Step into the world of AI-driven enterprise support with our focused half-day course, designed for IT professionals, support managers, and decision-makers keen on revolutionizing their internal support systems.

Duration: Half-Day

Skill Level: Introductory

Available Format: Instructor-Led Online ; On Public Schedule

Step into the world of AI-driven enterprise support with our focused half-day course, designed for IT professionals, support managers, and decision-makers keen on revolutionizing their internal support systems. This interactive workshop will show you how to leverage your organization's existing documents and SOPs to build an AI support tool that not only answers FAQs but also guides employees through interactive SOPs, enhancing support efficiency and making information access seamless. Through lectures, case studies, and hands-on workshops, you'll learn methods for harnessing the wealth of existing internal knowledge to enhance support efficiency and accessibility through General AI (GenAI) technologies, creating customized, conversational support tools that empower employees and streamline your support processes. It's an ideal blend of strategy and action, giving you the insights and tools needed to implement immediate, impactful AI solutions in your support infrastructure.

NOTE: This session is a core component of our **Exploring AI for the Enterprise Kick Start Series**, a collection of engaging short courses designed to guide business leaders, IT professionals, and data analysts through essential AI knowledge and applications. Each workshop in this series, led by industry experts, covers specific AI topics—ranging from foundational concepts to advanced tools like conversational and generative AI—providing practical skills and strategic insights. Participants can attend individual sessions or the entire series to fully harness AI's potential for business innovation and gain a competitive edge.

What You'll Learn

Overview

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Objectives

- **Introduction to AI in Enterprise Support:** Understand the role and potential of AI in enhancing enterprise support systems.
- **Utilizing Internal Documents for AI Training:** Learn how to effectively use your enterprise's existing documentation, such as SOPs and manuals, as data for training AI systems.
- **Creating an Interactive SOP Guide:** Explore the development of AI tools that allow employees to interact with SOPs in a conversational manner, facilitating easy access to information.
- **Developing Comprehensive FAQ Systems:** Discover methods to compile and integrate frequently asked questions into the AI system, ensuring comprehensive support coverage.

- **Getting Started with GenAI:** Practical steps to begin implementing General AI in your enterprise support structure, focusing on achievable, impactful applications.

Audience

This workshop benefits IT professionals and support managers aiming to enhance their customer support systems through custom AI tools. It's ideal for individuals interested in improving efficiency and employee self-service in support roles.

Roles might include: IT support managers, customer service leads, enterprise technology coordinators

Pre-Requisites

- Basic understanding of customer support workflows or CRM systems
- Familiarity with process automation tools
- Interest in developing internal AI support solutions

TTAI2009 Quick Start to Prompt Engineering for Business Users

Agenda

- Welcome to AI Support: Introductions to Future Helpdesks
- Training AI with Your Own Docs: A DIY Guide
- Interactive Guides: AI That Walks You Through SOPs
- FAQ Revolution: Smart Answers on Demand
- Starting with AI: Practical Steps for Beginners
- Boosting Support with AI: A Game Changer
- Empowering the Team: AI Assistants at Work
- Tailored AI Solutions: Crafting Your Support Smartly
- Real-World Wins: AI Support Success Stories
- Action Plan: Rolling Out Your AI Support System

Follow On Courses

TTAI2006 AI for Business Users Boot Camp: Transforming Business Ops with Cutting-Edge AI Apps

TTAI2102	Understanding, Harnessing & Applying Generative AI for Decision Makers and Architects
TTAI2321	Quick Start to Azure OpenAI / Hands-on Basics for Business Users
TTAI2361	Applied AI : Quick Start to Building AI-Driven, Intelligent Web Applications

Related Courses

TTAI2006	AI for Business Users Boot Camp: Transforming Business Ops with Cutting-Edge AI Apps
TTAI2105	Streamline, Optimize, Succeed! AI & AIOps Automation Basics for Non-Technical Business Users

For More Information

Please [contact us](#) or call 844-475-4559 toll free for more information about our training services (instructor-led, self-paced or blended), coaching and mentoring services, public course enrollment or questions, partner programs, courseware licensing options and more.