

# TRANSFORMING CUSTOMER SUPPORT WITH AI: CRAFTING CUSTOM ASSISTANTS FOR YOUR BUSINESS

Course Code: 840025

Learn How to Build, Train and Deploy Private AI Tools to Support Your Organization

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.

## What You'll Learn

- **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.

## Who Needs to Attend

This course is ideal for IT professionals, support managers, and decision-makers in enterprises looking to enhance their internal support systems with AI, making them more efficient and employee-friendly.

## Prerequisites

Basic Understanding of Artificial Intelligence.

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VIRTUAL CLASSROOM LIVE

\$390 CAD

1 Day

## Virtual Classroom Live Outline

- 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



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PRIVATE GROUP TRAINING

1 Day

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