

It's a new world with artificial intelligence in customer service!

Customer Service Framework for AI (CSFAI)

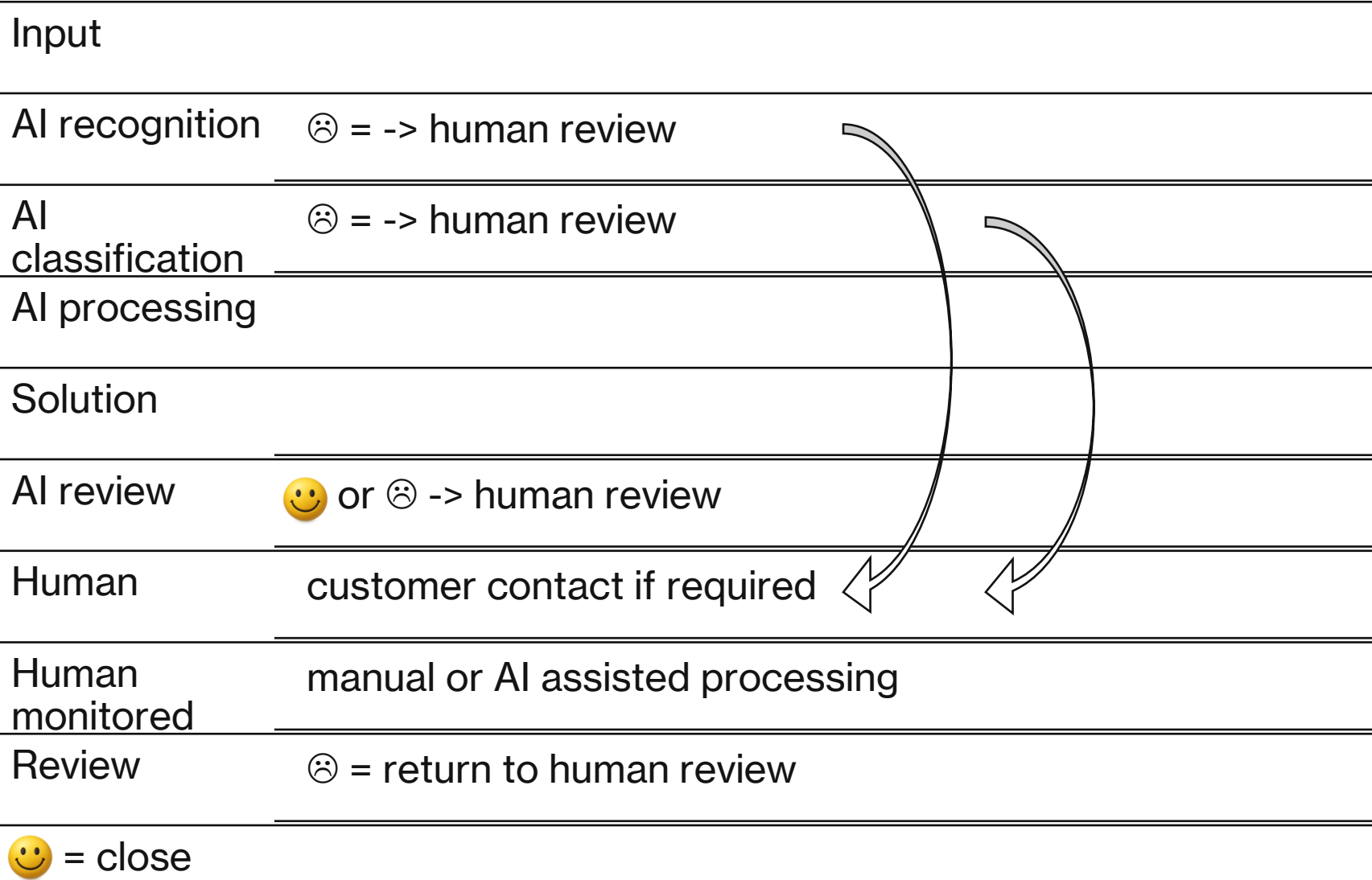




CSFAI Manifesto

- **Human factor: Customer first!**
- **Technology: AI first!**
- **CSFAI rating is absolute**
 - 🤔 or 😞 only
- 😊 is goal of every issue
- 😊 over AI, processes, capabilities and capacities
- **Human control & interaction if 😊 is not achieved**
- **You can never get it right for everyone, but 95% is always possible!**

Framework Process



Framework Quality



CONSTANT MONITORING



measure 😊 vs. ☹️



measure ☹️ repeat attempts

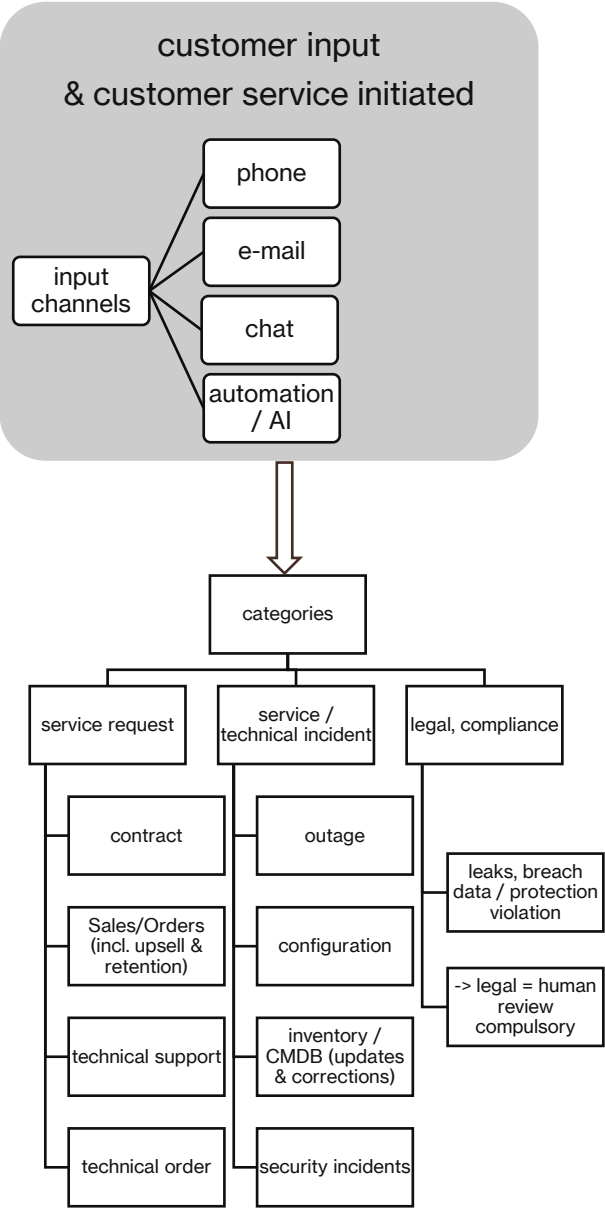


measure 😊 service levels

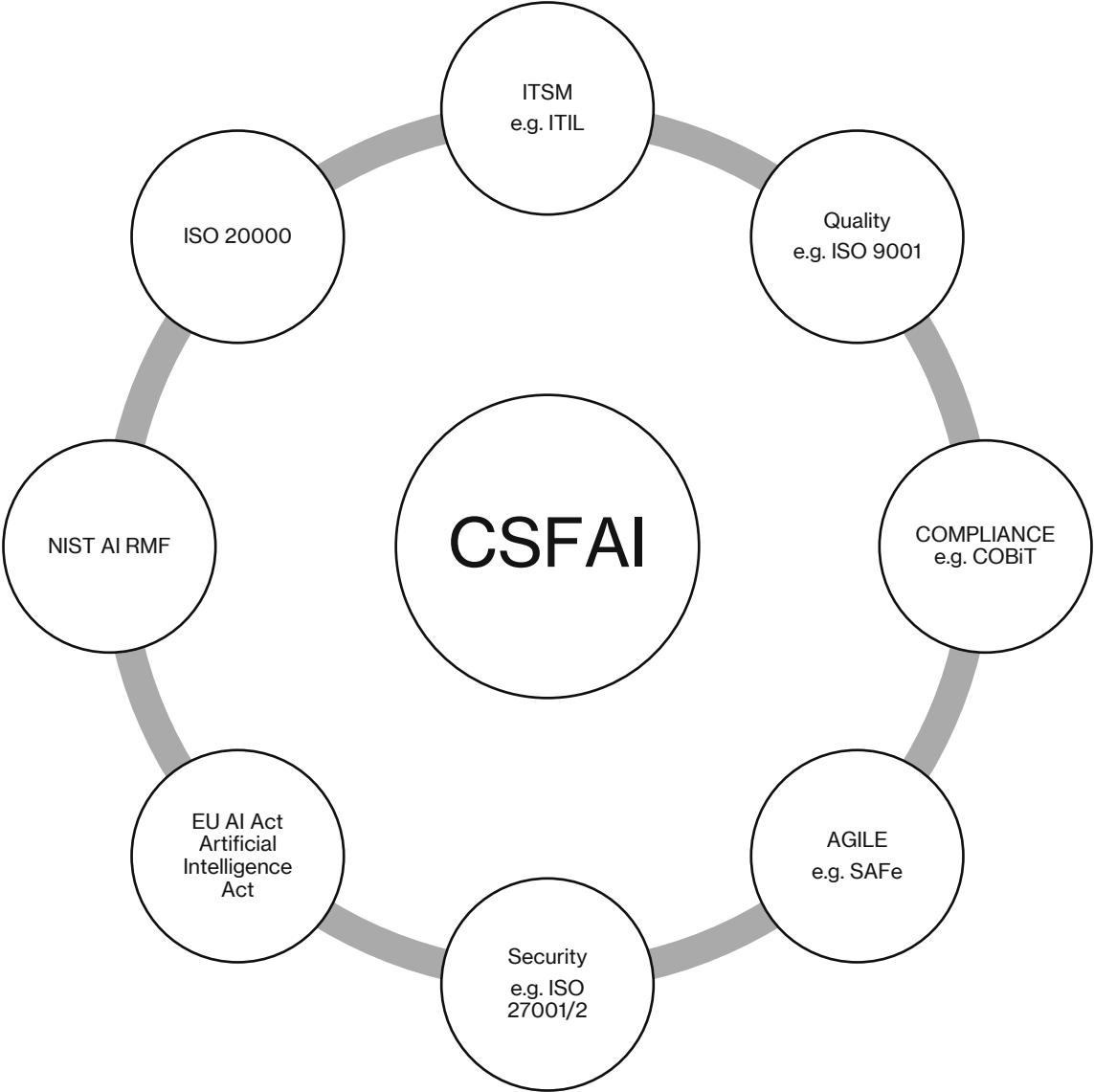


continuous improvement

Framework Input Channels & Classifications



Seamless Framework Integration



CSFAI Target: Enhancing Customer Satisfaction and Loyalty

Consistent High-Quality Service

Providing consistent, high-quality service fosters trust and satisfaction among customers.

Building Emotional Connections

Emotional connections with customers encourage loyalty and repeat business.

Positive Word-of-Mouth

Satisfied customers promote businesses through positive word-of-mouth referrals.





CSFAI benefits

Customer Service Differentiation

Outstanding customer service sets a company apart in highly competitive markets.

Revenue Growth Through Retention

Retaining customers through excellent service leads to increased and sustainable revenue growth.

Building Brand Reputation

Consistent quality service builds a strong and trustworthy brand reputation over time.

Join the new world with artificial intelligence in customer service!

Become a CSFAI supporter today!

- join Newsletter
- contribute
- link to CSFAI.org
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