Canadian Association
of Physicists

Association canadienne
des physiciens et physiciennes

Contribution ID: **615**   Type: **Invited Speaker / Conférencier(ère) invité(e)**

(I) Artificial Intelligence for Customer Care

Tuesday 8 June 2021 12:00 (30 minutes)

IBM Watson is well known for industry-leading natural language processing that defeated defending champions on *Jeopardy!* and most recently, learned to debate complex topics with humans. Equally as exciting, though perhaps less publicized, IBM works with government, enterprise, and industry to apply machine learning to real world applications such as customer care. This talk offers a view into the ways AI is transforming the customer service landscape: expanding capacity to serve, improving user experience, saving humans time and organizations money.

Author: VALDEZ, Melissa (IBM)

Presenter: VALDEZ, Melissa (IBM)

Session Classification: TS-5 Private Sector Physics Symposium (Prof.Affairs/DAPI) / Symposium sur la physique dans l'entreprise privée (affaires prof./DPAI)

Track Classification: Symposia Day (Prof.Affairs) - A Symposium for Private Sector Physics