

free answering service software pdf

Call centre technologies include speech recognition software to allow computers to handle first level of customer support, text mining and natural language processing to allow better customer handling, agent training by automatic mining of best practices from past interactions, support automation and many other technologies to improve agent productivity and customer satisfaction.

Call centre - Wikipedia

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Watson is a question-answering computer system capable of answering questions posed in natural language, developed in IBM's DeepQA project by a research team led by principal investigator David Ferrucci. Watson was named after IBM's first CEO, industrialist Thomas J. Watson.. The computer system was initially developed to answer questions on the quiz show Jeopardy!

Watson (computer) - Wikipedia

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