Home, Secured Home - AI Project Roadmap

Back to course page

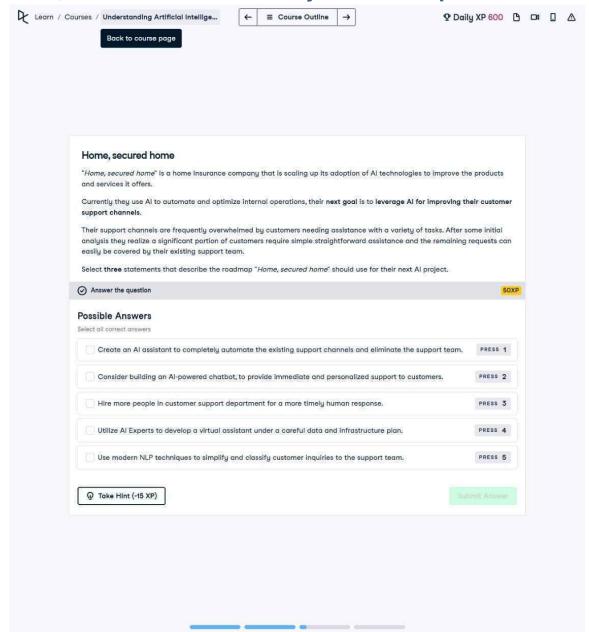## Home, secured home

"*Home, secured home*" is a home insurance company that is scaling up its adoption of AI technologies to improve the products and services it offers.

Currently they use AI to automate and optimize internal operations, their **next goal** is to **leverage AI for improving their customer support channels.**

Their support channels are frequently overwhelmed by customers needing assistance with a variety of tasks. After some initial analysis they realize a significant portion of customers require simple straightforward assistance and the remaining requests can easily be covered by their existing support team.

Select **three** statements that describe the roadmap "*Home, secured home*" should use for their next AI project.

⊘ Answer the question   50XP

Possible Answers
Select all correct answers

☐ Create an AI assistant to completely automate the existing support channels and eliminate the support team.	PRESS	1
☐ Consider building an AI-powered chatbot, to provide immediate and personalized support to customers.	PRESS	2
☐ Hire more people in customer support department for a more timely human response.	PRESS	3
☐ Utilize AI Experts to develop a virtual assistant under a careful data and infrastructure plan.	PRESS	4
☐ Use modern NLP techniques to simplify and classify customer inquiries to the support team.	PRESS	5

💡 Take Hint (-15 XP)   Submit Answer

Question

"Home, secured home" is a home insurance company that is scaling up its adoption of AI technologies to improve the products and services it offers.

Currently they use AI to automate and optimize internal operations, their next goal is to leverage AI for improving their customer support channels.

Their support channels are frequently overwhelmed by customers needing

assistance with a variety of tasks. After some initial analysis they realize a significant portion of customers require simple straightforward assistance and the remaining requests can easily be covered by their existing support team.

Select three statements that describe the roadmap "Home, secured home" should use for their next AI project.

Solution
Correct Answers:
- Consider building an AI-powered chatbot, to provide immediate and personalized support to customers.
- Utilize AI Experts to develop a virtual assistant under a careful data and infrastructure plan.
- Use modern NLP techniques to simplify and classify customer inquiries to the support team.

Explanation
1. **AI-powered chatbot:**
   - Chatbots can handle straightforward customer inquiries efficiently, reducing the load on human agents.

2. **Virtual assistant with AI Experts:**
   - A well-planned AI virtual assistant ensures reliable and scalable support infrastructure.

3. **Modern NLP techniques:**
   - NLP helps classify and direct customer inquiries, enabling faster and more accurate resolutions.

Options like completely automating support or hiring more human staff are less aligned with the AI-driven approach and scalable objectives of the company.