

Abstract English

Automated Customer Support System

Customer support is a critical component of business operations, and automation can significantly enhance its efficiency. This paper introduces an Automated Customer Support System that employs artificial intelligence and natural language processing to provide 24/7 customer assistance. The system can handle a wide range of customer inquiries, from product information to troubleshooting, through chatbots and voice assistants. It learns from interactions to improve its responses over time and can escalate complex issues to human agents when necessary. By providing instant and accurate support, the system aims to improve customer satisfaction and reduce the workload on customer service teams. This innovation represents a significant advancement in customer support, offering a scalable and efficient solution for businesses.

Abstract Kiswahili

Mfumo wa Usaidizi wa Wateja wa Kiotomatiki

Usaidizi wa Wateja ni sehemu muhimu ya shughuli za biashara, na otomatiki inaweza kuongeza ufanisi wake kwa kiasi kikubwa. Karatasi hii inatanguliza Mfumo wa Usaidizi kwa Wateja wa Kiotomatiki ambao unatumia akili bandia na usindikaji wa lugha asilia ili kutoa usaidizi kwa wateja 24/7. Mfumo unaweza kushughulikia maswali mengi ya wateja, kutoka kwa maelezo ya bidhaa hadi utatuji, kupitia chatbots na wasaidizi wa sauti. Inajifunza kutokana na mwingiliano ili kuboresha majibu yake kwa wakati na inaweza kueneza masuala changamano kwa mawakala wa kibinadamu inapohitajika. Kwa kutoa usaidizi wa papo hapo na sahihi, mfumo unalenga kuboresha kuridhika kwa wateja na kupunguza mzigo wa kazi kwenye timu za huduma kwa wateja. Ubunifu

huu unawakilisha maendeleo makubwa katika usaidizi wa wateja, ukitoa suluhu kubwa na faafu kwa biashara.

Abstract Kamba

Ŭndũ Andũ Matonya Kŭtethya Īla Mathĩna Maumĩla

Kŭtethya wĩa na kombiũta nĩ nzĩa ĩmwe nene ĩtũmĩawa nĩ andũ ma viasala, na nzĩa ĩsu nĩyo ĩtumaa wĩa wĩthĩwa wĩ laisi na wĩ laisi. Īkaseti yĩ yĩneeneete ũndũ tũtonya kŭtũmĩa kombiũta ĩthũkũmaa, ũndũ tũtonya kŭtũmĩa ũĩ mwĩanĩu, na ũndũ tũtonya kwĩmanyĩsya kĩthyomo tũteũtĩia. Masinĩ ĩsu nĩtonya kŭtũmĩwa nĩ andũ aingĩ na ũu ũituma maũndũ methĩwa me laisi. Kwa ngelekany'o, no tũtũmĩe simũ, kombiũta, na kombiũta ingĩ. Nĩmemanyĩasya kŭtũmĩa nzĩa syĩ kĩvathũkany'o sya kũneena nĩ kana maelesye maũndũ kwa nzĩa nzeo na ĩla vaĩlĩte, na no matũmĩe nzĩa syĩ kĩvathũkany'o kwĩyĩelesya. Īla tweeka ũu, ala matũtũmĩa nĩmaathimĩkaa mũno na makekalaa mekwatĩtye ũtethyo witũ. O na ĩngĩ, ũu nũtumaa tũolanga mawĩa ala twĩ namo. Ŭndũ ũsu wĩonany'a kana nĩ ũndũ wa vata mũno andũ ma mũika makwate myanya mingĩ ya kũea ngewa na ala akũũ.