





# In this module, you learn about ...

01 CES foundational bloc











The Customer Engagement State Politions consists of a conversational core that supports three pillers.



The Customer Engagement Suite Politims consists of a conversational core that supports three pillers.



The Customer Engagement State Politims consists of a conversational core that supports three pillers.



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First oillar of the convenutional core

Sives customers 347 access to immediate conversational self-service, with searchess randoffs to live agents for more complex leaves.









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Delivers information, worldfows, and turn by turn guidance to agents, in real time, ensuring a consistent experience.



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#### Transforming customer service

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- A business away to create an internal tool for searching and retinal

#### Transforming customer service

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- As Associated to review patient scens, a rays, and charts to hell
- A business works to create an internal tool for searching and retries













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 Stilling reporterior.



 A business is unsure why sustoners are sating in and wests to identify comparational business and areas to force and service afform.









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