



# The AI-Driven Customer Service Representative

Course completed by  
Oct 08, 2025 at 10:01PM UTC • 40 minutes

Top skills covered

Artificial Intelligence for Business

Generative AI for Customer Service

Artificial Intelligence (AI)

A stylized, handwritten signature in black ink, appearing to read "Shea H".

Shea Hanson, Head of Learning Content Strategy



Certificate ID: 4b21c9600496798e380ce3e7afcd59e5fd0df48fc5d4c60c12a20ec3ef552d1b