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Exam Cloud Digital Leader All Questions
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📄 **EXAM CLOUD DIGITAL LEADER TOPIC 1 QUESTION 160 DISCUSSION**

Actual exam question from Google's Cloud Digital Leader
Question #: 160
Topic #: 1
[All Cloud Digital Leader Questions]

A customer service department wants to increase their operational efficiency while maintaining personalized dialog with their customers.

What Google Cloud product or service should the organization use?

   A. Recommendations AI

   B. Cloud Identity

   C. Contact Center AI

   D. Text-to-Speech
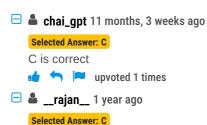
Show Suggested Answer

by 👤 **ucsdmiami2020** at *Jan. 8, 2023, 3:33 a.m.*

Comments

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⊟ 👤 **chai_gpt** 11 months, 3 weeks ago

Selected Answer: C

C is correct

👍 ↩ ⚑ upvoted 1 times

⊟ 👤 **__rajan__** 1 year ago

Selected Answer: C

C. Contact Center AI

Google Cloud Contact Center AI is a cloud-based platform that helps organizations improve their customer service operations.

👍 ↩ ⚑ upvoted 2 times

⊟ 👤 **SoftSami** 1 year, 7 months ago

Selected Answer: C

Contact Center AI is a cloud-based solution that provides automated customer service and support using natural language processing, speech recognition, and machine learning technologies. It enables organizations to handle customer inquiries and support requests more efficiently, by automating routine tasks and providing personalized responses based on customer data and historical interactions. With Contact Center AI, the customer service department can automate common tasks such as routing calls, responding to frequently asked questions, and processing simple requests. This can help reduce wait times and improve response times, while freeing up agents to focus on more complex and high-value interactions.
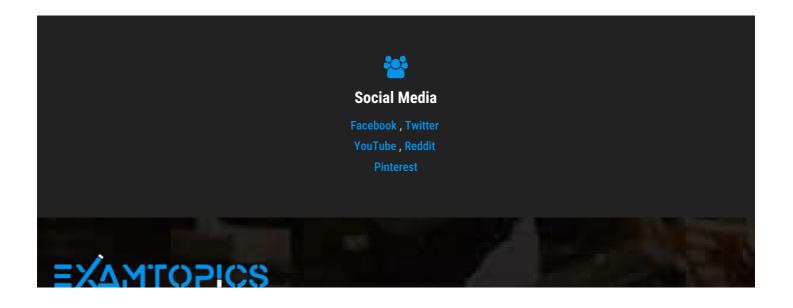
👍 ↩ ⚑ upvoted 4 times

⊟ 👤 **ucsdmiami2020** 1 year, 9 months ago

Selected Answer: C

Per Google docs, Contact Center AI, "delight your customers with human-like AI-powered contact center experiences, lower costs, and free up your human agents' time."

https://cloud.google.com/solutions/contact-center

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