

10 technologies for the future of customer service

-  Customer Support Ticketing Systems
-  Customer Relationship Management (CRM)
-  Chatbots and Virtual Assistants
-  Omnichannel support
-  Self-service
-  Augmented reality (AR) and virtual reality (VR)
-  The Internet of Things (IoT)
-  Data Analytics and Reporting Tools
-  Video Conferencing and Screen Sharing
-  Artificial intelligence (AI)

Technology And Customer Service

Michael Hoelscher



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