

## PROSPECTS 5.0 Industry 5.0 Wiki

### Did You Know Series

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## Personalized customer service with AI and human teamwork

AI-powered chatbots and virtual assistants are integrated into customer service processes. Humans collaborate with these AI systems to provide more responsive and personalized customer interactions, addressing queries and concerns effectively.

**Source:** M. Verma and U. Pradesh, 'Transition From Industry 4.0 to Industry 5.0: A Comprehensive Overview', *International Journal of Trend in Scientific Research and Development (IJTSRD)*, vol. 8, pp. 91–102, Mar. 2024. e-ISSN: 2456 – 6470



# PROSPECTS<sup>5.0</sup>

