

PROSPECTS 5.0 Industry 5.0 Wiki Did You Know Series

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Personalized customer service with AI and human teamwork

Al-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





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