

LESSON 28 WORKBOOK

AI for Customer Support

Module 4: Advanced AI Skills

Name		Date	
Support Project		Status	■ Not Started ■ In Progress ■ Complete

Lesson Purpose

Learn how AI can improve customer support through chatbots, automated responses, ticket management, knowledge bases, and personalized customer experiences while maintaining empathy and quality service.

Before You Begin

- I completed Lesson 27.
- I understand the importance of customer satisfaction.
- I will review AI-generated responses before sending them when appropriate.

My Main Goal

Exercise 1

List five customer support tasks that AI can automate or improve.

Exercise 2

Design a simple customer support workflow using AI, including when a human should take over.

Exercise 3

Write three examples of AI-generated customer replies and improve them to sound more helpful and empathetic.

Practical Customer Support Activity

Use an AI assistant to draft responses for common customer questions, create a FAQ page, or build a simple chatbot conversation. Record what you improved before using the responses.

Prompt Practice

Prompt: "Act as an experienced customer support specialist. Write friendly, professional, and empathetic responses to common customer questions, and suggest when a human agent should step in."

Key Takeaways

My Practical Action Step

Reflection

Completion Checklist

- Completed all workbook exercises.
- Created AI-assisted customer support responses.
- Identified when human support is needed.
- I am ready for Lesson 29.

Next Step

Continue to **Lesson 29 – AI Coding Assistants**.