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Exploring the Effectiveness of Natural Language Processing in Customer Service(Conference Paper)

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Abstract

Natural Language Processing (NLP) is a field of artificial intelligence that involves using technology to understand and generate human language. In customer service, NLP can be used to improve the efficiency and effectiveness of communication between customers and support teams. This can be done through the use of chatbots, which are computer programs that can understand and respond to natural language input. NLP can also be used to analyze customer feedback and sentiment, which can help companies identify and address common issues. Overall, the use of NLP in customer

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