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8 Courses

Voice of the Customer (VoC): Enhancing Experiences

GenerativeAI for Customer Success

Improving Customer Retention

AI for Customer Experience with Chatbots and Analytics

Fundamentals of Customer Acquisition Management

GenAI for Customer Support

GenAI for Customer Service Teams

Designing a Customer Support Chatbot Using Flowise

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Nov 5, 2025

Amy Versaw

has successfully completed the online, non-credit Specialization

AI-Powered Customer Success

Now that you have completed the AI-Powered Customer Success Specialization, you stand out with unique skills in leveraging AI to transform customer relationships. This certificate demonstrates your job readiness and can be shared with your network. Throughout this program, you engaged with hands-on projects and practical AI implementations, gaining expertise in: Voice of customer analysis and data-driven decision-making Implementation of generative AI tools including ChatGPT, Claude, and custom models Design and deployment of chatbots and AI-powered support systems Customer retention and acquisition strategies backed by predictive analytics

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