

WORK VAPOR

Job Link: <https://workvapor.in/jobs/amazon-customer-care-chat-process-344419/>

HIRING ORGANIZATION

Amazon

EMPLOYMENT TYPE

Full-time, Part-time

JOB LOCATION

INDIA

? Remote work from: INDIA

AMAZON CUSTOMER CARE CHAT PROCESS

BASE SALARY

? 18000 - ? 25000

DESCRIPTION

Company Name: Amazon

Job Type: Full-time

Salary: 18000-25000

Location: India

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Job Description:

Core AI Chat Process Components
Input Processing: The chatbot receives and analyzes the user's message using NLP.
Intent Recognition (NLU): The system identifies the user's intent—what they are trying to achieve—using Natural Language Understanding.
Data Retrieval/Knowledge Access: The AI accesses databases, documents, or knowledge bases to find relevant information.
Response Generation (NLG): Using Natural Language Generation, the system creates a human-like response in real-time.
Learning and Adaptation: The system logs the interaction to improve future responses through machine learning.
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