



Customer Service Chatbots: What You Need To Know

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Generative AI continues to dominate the conversation in 2023, and one particular aspect receiving increased scrutiny in the past weeks is AI-powered customer service chatbots. In this article featured in *The Computer & Internet Lawyer*, [Ioana Gorecki](#) and [Whitney Smith](#) look at the increased scrutiny that AI-powered customer service chatbots are receiving.

You can read the full article [here](#).