Certificate of Publication

This is to certify that

Partha Sarathi Manuri

Published following article

Agentic AI for Next Best Action Orchestration in Customer Support Optimization using Call Transcripts A Framework Combining Few Shot Prompting, RAG, Uplift Modeling, and Contextual Bandits

Volume 6, Issue 5, pp: 303-306

www.ijemh.com

A peer reviewed refereed journal

Publication Head

IJEMH