

## AI for Business Boot Camps &amp; SkillJourneys

## AI for Business Users Boot Camp / Part 2: Transforming Business Ops with Cutting-Edge AI Apps (TTAI2006)

Explore Next-Level AI Business Tools! Learn innovative user-friendly tools to streamline workflows, enhance collaboration, improve customer services and help make informed decisions

### Course Snapshot

- **Course:** AI for Business Users Boot Camp / Part 2: Transforming Business Ops with Cutting-Edge AI Apps (TTAI2006)
- **Duration:** 3 days
- **Skill Level:** Introductory
- **Audience:** Non-technical business professionals who are eager to leverage the power of AI in their operations, seeking to working with next-level skills and tools application in their day to day.
- **Format / Hands-on:** This course combines engaging instructor-led presentations and practical demonstrations with hands-on programming exercises, challenge labs, use case exploration and engaging group activities. Student machines are required.
- **Flexible Delivery Options:** This course can be delivered for your team or organization **online-live (virtual), onsite in-person, self-paced** or across our immersive **blended learning experience platform (LXP)**.
- **Public Schedule:** This course is currently available on our Public Open Enrollment Schedule.
- **Customizable:** We're flexible! This course agenda, topics, labs, hours and delivery modalities can be adjusted to target your specific training skills objectives, tools and learning goals. Please ask for details.

### Description

*NOTE: This course can be taken as a follow on to (or in combination with) the two-day AI for Business Users Camp (Part 1), as it extends base skills covered in that program, or can be attended as a standalone course if you have the base skills needed to learn and apply more complex day to day business applications and skills presented in this program. This course can also be tuned to focus on other tools or specific roles or industries as needed for your team or organization.*

**AI for Business Users Camp Transforming Business Ops with Cutting Edge AI Apps** is three-day, hands-on course that can get you quickly up and running with a helpful, focused stack of innovative AI tools that will help you truly redefine and maximize business operations. Whether you aim to streamline your workflows, enhance customer interactions, or make informed strategic decisions, the knowledge and skills acquired from this course could prove invaluable.

Throughout this workshop style, lab intensive event, you'll dive deep into fascinating topics such as mastering the language of AI, refining customer communication through AI tools, and utilizing AI to optimize your workflow. You'll learn how to leverage AI for better team collaboration and employ AI tools for intelligent decision-making. Furthermore, the training will expose you to the potential of AI in boosting both personal and team productivity and its application in various business areas like marketing, HR, and sales.

Working in a hands-on learning environment guided by our engaging AI expert instructor, you'll gain valuable hands-on experience and practice working with the latest GPT-driven apps, learning how to apply the most useful skills in a practical way. You'll simulate complex customer service interactions, set up an AI-integrated workflow, and even run a risk assessment scenario using these AI tools. You'll experience firsthand the ease of collaborating on projects using GPT-driven suggestions and ideas. You'll also explore the efficiency of AI in managing and optimizing workflows. Moreover, you'll see how AI can enhance personal productivity and well-being and its vital role in managing team productivity.

By the end of the course, you'll not only be proficient in using AI tools, but also in strategically integrating them into your business operations. You will understand the role of AI in enhancing customer experiences, know how to use AI-driven personalization and predictive analytics in marketing, and be able to develop a strategic AI plan for future-proofing your business. Armed with these competencies, you'll be ready to transform your business operations and drive innovation using cutting-edge AI applications.

## Learning Objectives

This course combines engaging instructor-led presentations and useful demonstrations with valuable hands-on labs and dynamic group activities. Throughout the course you'll learn how to:

- Develop a comprehensive understanding of AI vocabulary and GPT-based tools: By the end of the course, participants will be able to distinguish between different AI models and algorithms and understand how these tools leverage AI to provide value.
- Apply AI tools to enhance customer communication and service: Participants will learn how to use GPT-based tools such as ChatGPT and InstructGPT to simulate customer service interactions and handle complex customer queries effectively.
- Utilize AI tools for optimizing workflows and automating tasks: Participants will learn how to integrate AI tools like Trello AI and IFTTT into their workflows to streamline operations and enhance efficiency.
- Leverage AI for efficient teamwork and collaboration: Participants will learn how to use AI tools for fostering efficient teamwork, remote work, and virtual collaboration, and improving documentation and knowledge sharing.
- Employ AI tools for smarter, data-driven decision making: Participants will learn how to use AI for risk assessment, resource allocation, strategic planning, trend analysis, and forecasting outcomes, thereby enabling smarter decision-making.
- Integrate GPT-based AI tools in various business areas: Participants will understand how to use AI tools to enhance customer experiences, improve marketing, HR and sales functions, and how to develop a strategic AI plan for their businesses.

If your team requires different topics, additional skills or a custom approach, our team will collaborate with you to adjust the course to focus on your specific learning objectives and goals.

## Audience

This course is designed for business professionals who are eager to leverage the power of AI in their operations, but lack advanced AI skills. The ideal audience includes project managers, customer service professionals, team leaders, HR and marketing professionals, and even decision-makers who want to make their business operations more efficient. It would also be beneficial for those in roles that require strong collaboration, efficient workflow management, and strategic decision-making powered by data-driven insights.

## Pre-Requisites

To ensure a smooth learning experience and maximize the benefits of attending this course, you should have the following prerequisite skills:

- Basic Understanding of AI: Participants should have a fundamental understanding of what AI is and how it's used in a business context. This understanding will provide a foundation for diving into the more advanced topics of the course.
- Familiarity with Common Business Software: Participants should be comfortable using common business software such as Microsoft Office Suite, Google Workspace, or project management tools. This will allow for easier adaptation to AI-integrated tools introduced in the course.

**Take Before:** Students should have incoming practical skills aligned with those in the course(s) below, or should have attended the following course(s) as a pre-requisite:

- TTAI2005 AI Basics for Everyday Business Users Camp / 1: Getting Started with AI in Business: Tools & Techniques (2 days)

**Next Steps / Follow-on Courses:** We offer a wide variety of follow-on courses and learning paths for Generative AI, AI for Business, GPT, Applied AI, Azure OpenAI, Google BARD, AI for developers, testers, data analytics, machine learning, deep learning, programming, intelligent automation and many other related topics. Please see our catalog for the current **AI & Machine Learning Courses, Learning Journeys & Skills Roadmaps**, list courses and programs.

## Course Topics / Agenda

Please note that this list of topics is based on our standard course offering, evolved from typical industry uses and trends. We'll work with you to tune this course and level of coverage to target the skills you need most. Topics, agenda and labs are subject to change, and may adjust during live delivery based on audience skill level, interests and participation.

### Day 1

#### 1. Expanding Your AI Vocabulary and Understanding GPT-Based Tools

- Introducing and exploring GPT-based tools
- Understanding how GPT-based tools leverage AI to provide value
- Exploring use cases of GPT-based tools in various industries
- Distinguishing between different AI models and algorithms
- Understanding the evolution and future trends of AI

#### 2. Next-Level Engagement with AI: Enhancing Communication with GPT-Based AI Tools

- Developing advanced skills to leverage GPT-based tools for improving customer communication
- Building on previous communication skills with AI tools
- Simulating customer service interactions with GPT-based tools like ChatGPT and InstructGPT
- Deepening understanding of AI capabilities in customer service
- Discussing AI-enabled customer segmentation and personalization
- Exploring AI role in handling and resolving customer complaints
- Lab: Simulating complex customer service interactions with GPT-based tools

#### 3. Streamlining Workflow with GPT-Based AI Tools

- Learning how GPT-based tools can optimize workflows and automate tasks
- Exploring tools like Trello AI, IFTTT
- Understanding the AI integration in project management tools
- Discussing the benefits of AI-driven task automation
- Lab: Setting up an AI-integrated workflow using GPT-driven apps

### Day 2

#### 4. Enhancing Collaboration with GPT-Based AI Tools

- Using GPT-based tools like ChatGPT to foster efficient teamwork
- Exploring AI's role in remote work and virtual collaboration
- Understanding how AI can foster efficient teamwork

- Using AI in tools like Microsoft Teams and Google Docs
- Exploring AI's role in remote work and virtual collaboration
- Understanding how AI can improve documentation and sharing of knowledge
- Lab: Collaborating on a project using GPT-driven suggestions and ideas

#### 5. Leveraging GPT-Based AI Tools for Smarter Decision Making

- Using GPT-based tools to support data-driven decision-making and risk management
- AI for business intelligence, beyond the basics
- Understanding AI in risk assessment, resource allocation
- Exploring the role of AI in strategic planning and decision making
- Understanding how AI can analyze trends and forecast outcomes
- Lab: Running a complex risk assessment scenario using GPT-based tools

### Day 3

#### 6. Boosting Personal and Team Productivity with GPT-Based AI Tools (2 hours)

- Exploring how GPT-based AI personal assistants and project management tools can enhance productivity
- Understanding AI in time management and task prioritization
- Discussing how AI can enhance personal productivity and well-being
- Exploring the role of AI in managing team productivity
- Lab: Setting up and using a GPT-based AI personal assistant

#### 7. Advanced Applications of GPT-Based AI Tools in Business

- Understanding how GPT-based tools can enhance customer experiences, marketing, HR, and sales
- Exploring advanced use cases of AI in marketing, HR, sales, and more
- Introduction to AI sentiment analysis, AI in recruiting, AI in sales forecasting
- Understanding the role of AI in enhancing customer experiences
- Discussing AI-driven personalization and predictive

- analytics in marketing
  - Lab: Using a GPT-based tool for sentiment analysis of customer feedback
- 8. Future-Proofing Your Business with GPT-Based AI Tools**
- Identifying potential opportunities for GPT-based tool integration in your business and formulating a strategic AI plan
  - Discussing the future potential of AI in business
  - Identifying areas in one's own business for AI integration
  - Exploring potential challenges and solutions in AI adoption
  - Discussing the importance of continuous learning and adaptation in the AI landscape
  - The Role of Humans in an AI-Driven World
  - Lab: Developing a future AI strategy for a mock business using GPT-based tools

**Bonus Topics / Addendum (can be self-paced)**

- Understand essential security considerations and best practices for using AI tools at work safely and effectively.
  - Permissions and access controls with AI tools
  - Considerations when sharing sensitive work data with AI
  - Understanding your organization's AI policies
  - Safe habits when using AI tools
  - Proactive steps to ensure your AI tool usage remains secure
  - Ensuring data privacy when working with AI
- 9. The Ethics and Responsibility of AI and GPT Based Tools**
- Understand the ethical considerations and responsibilities of using AI in business
  - Privacy and data security in AI
  - Identifying and avoiding biases in AI
  - Legal considerations when using AI
  - Promoting responsible use of AI

**Related Courses**

The following is a small subset of AI for Business Users related courses. See the online catalog for a complete list of courses and learning paths.

- TTAI2009 QuickStart to Using Azure OpenAI Basics for Business Users (1 day, Overview)
- TTAI2321 QuickStart to Prompt Engineering for Everyday Business Users (1 day)
- TTAI2020 Beyond ChatGPT! AutoGPT in Action: Artificial General Intelligence (AGI) Basics for Business Users (2 days)
- TTML5500 Understanding AI & Machine Learning / Overview (1 day; lecture / demo)
- TTAI2101 Implementing AI in Business: Stakeholder Strategies for the Modern Data Enterprise (1 day; lecture / demo)
- TTAI2102 Understanding, Harnessing & Applying Generative AI for Decision Makers and Architects (1 day)
- TTAI2105 Hands-on AI / AIOps for Business Innovators: Unlock the Power of Intelligent Automation (Non-Technical Users) (2 days)
- TTAI2130 Exploring AI Operations: Strategies for Testing and Deploying Intelligent Systems for Success (2 days)
- TTML5002 Exploring AI & Machine Learning for the Enterprise / Hands-on Overview (2 days, light-hands-on)

**Setup Made Simple! Learning Experience Platform (LXP)**

All applicable course software, digital courseware files or course notes, labs, data sets and solutions, live coaching support channels and rich extended learning and post training resources are provided for you in our “easy access, no install required” online **Learning Experience Platform (LXP)**, remote lab and content environment. Access periods vary by course. We’ll collaborate with you to ensure your team is set up and ready to go well in advance of the class. Please inquire about set up details and options for your specific course of interest.

**For More Information**

For more information about our training services (instructor-led, self-paced or blended), collaborative coaching services, robust Learning Experience Platform (LXP), Career Experiences, public course schedule, partner programs, courseware licensing options or to see our complete list of course offerings, solutions and special offers, please visit us at [www.triveratech.com](http://www.triveratech.com), email [Info@triveratech.com](mailto:Info@triveratech.com) or call us toll free at **844-475-4559**. Our pricing and services are always satisfaction guaranteed.

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