**Uses & Functions of Artificial Intelligence**

**3. Business:**

Artificial Intelligence (AI) has significantly transforms the way businesses operate through the years, offering a wide range of uses and functionalities that drive innovation, efficiency, and competitiveness.

**Customer Serivce:**

One prominent application of AI is in customer service. AI can be used to automate tasks such as answering frequently asked questions, routing tickets to the appropriate team, and providing updates to customers. AI can also be used to personalize the customer experience by providing recommendations, suggesting products or services, and resolving issues quickly and efficiently.

**Source:** https://levity.ai/blog/ai-for-customer-support

**Fraud Detection:**

Artificial intelligence (AI) can help detect fraud in a number of ways. One way is by using machine learning (ML) algorithms to analyze large amounts of data and detect patterns and anomalies that may indicate fraudulent activities. AI-powered fraud management systems can identify and prevent various types of fraud, such as payment fraud, identity theft or phishing attacks. They can also adapt and learn from new fraud patterns and trends, improving their detection over time.

**Source:** https://cointelegraph.com/explained/how-is-artificial-intelligence-used-in-fraud-detection#:~:text=AI%20technologies%2C%20such%20as%20machine,identity%20theft%20or%20phishing%20attacks.

**Demand Forecasting:**

AI can analyze historical sales data, market trends, and external factors to forecast future demand for products and services. By accurately predicting demand, businesses can optimize their inventory management, production planning, and supply chain operations, reducing costs and improving overall efficiency.

**4. Education:**

**Personalized Learning:**

AI can adapt educational content and tailor it to individual student needs, strengths, and learning styles. By tailoring the learning experience to each individual student, AI can help students to learn more effectively and efficiently, and can also help them to stay motivated and engaged in their learning.

**Intelligent Tutoring Systems**

Intelligent tutoring systems use AI to simulate the role of a human tutor. These systems can provide students with personalized instruction, feedback, and practice problems. Intelligent tutoring systems can be especially helpful for students who are struggling with a particular concept.

**Automated Grading:**

Automated grading has become increasingly advanced, going beyond simply grading exams using answer keys. Machines now have the ability to compile comprehensive data on student performance and evaluate more subjective assignments like essays. This relieves instructors from the time-consuming task of grading, allowing them to focus on more meaningful aspects of teaching.

**Source:** https://medium.com/swlh/personalized-learning-through-artificial-intelligence-b01051d07494#:~:text=AI%20systems%20easily%20adapt%20to,Tutoring. (Yes all three were found in one site only -- \*some answers are a mix of AI and from the link above\*)