Target Users of AI

- Businesses: AI is used in various industries to improve efficiency, productivity, and decision-making processes.
- Consumers: AI is integrated into products and services to enhance user experiences, personalization, and convenience.
- Researchers and Developers: AI is a valuable tool for those working on advancing AI technology and creating new applications.
- Educators: AI can be used in educational settings to personalize learning experiences and offer adaptive tutoring.

General AI Questions

- Chatbot FAQ
    - What is a chatbot?
    - How does a chatbot work?
    - What are the benefits of using a chatbot?
    - Are chatbots AI-powered?
    - Can chatbots understand natural language?
    - How are chatbots used in businesses?
    - What are the different types of chatbots?
    - Are chatbots capable of handling complex queries?
    - How do chatbots improve customer support?
    - Can chatbots be personalized for individual users?
- AI FAQ
    - What is AI?
    - How does AI work?
    - What are the different types of AI?
    - What are the applications of AI in real life?
    - Can AI replace human jobs?
    - How is AI used in industries like healthcare, finance, and manufacturing?
    - What is the difference between narrow AI and general AI?
    - How is AI trained and how does it learn?
    - What are the ethical considerations surrounding AI development and usage?
    - Can AI be biased?
    - What are the potential risks and benefits of AI technology?

Using AI to Debug

- Automated Bug Detection: AI-powered tools can analyze code and automatically detect potential bugs or errors by recognizing patterns and anomalies in the code.

- Predictive Debugging: AI algorithms can predict possible areas where bugs might occur based on historical data and patterns from previous debugging sessions.
- Automated Root Cause Analysis: AI can analyze the entire codebase, execution traces, and system logs to pinpoint the root cause of a bug, reducing the time needed for manual investigation.
- Code Suggestion and Correction: AI can provide suggestions for code corrections, recommend code changes, and even automatically fix certain types of bugs.
- Test Case Generation: AI can generate test cases to validate different parts of the code and expose potential bugs in different scenarios.
- Anomaly Detection in Runtime: AI can monitor the application during runtime and detect anomalies, helping identify unexpected behavior that could be indicative of bugs.
- Natural Language Processing: AI can interpret error messages and stack traces, enabling developers to receive more user-friendly and understandable information about the bugs.

Common Questions around Google Suite Use

- Google Slides
    - How do I create a new presentation in Google Slides?
    - How can I add and format text, images, and videos in a slide?
    - How do I apply themes and templates to my presentation?
    - Can I collaborate with others in real-time on a Google Slides presentation?
    - How do I share my Google Slides presentation with others?
    - Can I present my slides in full-screen mode or use presenter view?
    - Is it possible to add animations and transitions to my slides?
    - How can I export or download my Google Slides as a PowerPoint or PDF file?
    - Can I embed Google Slides in a website or blog?
    - How do I create and customize charts and graphs in Google Slides?
- Google Sheets:
    - How do I create a new spreadsheet in Google Sheets?
    - How can I enter and format data in cells?
    - What are some common functions and formulas in Google Sheets?
    - Can I apply conditional formatting to highlight certain data in the spreadsheet?
    - How do I create and edit charts in Google Sheets?
    - How can I collaborate with others on a Google Sheets spreadsheet?
    - Can I import data from other sources into Google Sheets?
    - How do I protect certain cells or sheets with permissions?

    - Is it possible to use data validation to control data input in Google Sheets?
    - How can I create and use pivot tables to analyze data?
- Google Docs:
    - How do I create a new document in Google Docs?
    - How can I format text, add images, and apply styles to my document?
    - Is there a word count feature in Google Docs?
    - How do I collaborate with others in real-time on a Google Docs document?
    - Can I track changes and review edits made by collaborators?
    - How do I share my Google Docs document with specific people or make it public?
    - Can I use headers, footers, and page numbers in my document?
    - How can I add hyperlinks and table of contents in Google Docs?
    - Is there an offline mode for editing Google Docs without an internet connection?
    - How do I convert a Google Docs document to a different file format, like PDF or Word?

Measuring Chatbot Effectiveness Using KPIs

- Conversion Rate: Measure the percentage of chatbot interactions that lead to a successful completion of the intended goal, such as making a purchase or resolving a customer query.
- Resolution Rate: Calculate the percentage of user inquiries or issues that the chatbot can handle and resolve without human intervention.
- Response Time: Track the average time it takes for the chatbot to respond to user inquiries. Faster response times generally lead to better user experiences.
- User Satisfaction (CSAT): Conduct user surveys or use post-chat ratings to gather feedback and determine user satisfaction with the chatbot's performance.
- Churn Rate: Monitor the number of users who abandon the chatbot interaction without completing their intended task. A high churn rate might indicate issues with the chatbot's usability or content.
- Fallback Rate: Measure the frequency with which the chatbot transfers users to human agents when it cannot answer their queries. A lower fallback rate indicates a more capable chatbot.
- Retention Rate: Track how many users return to use the chatbot again over time, which indicates its effectiveness and value to users.
- Task Completion Rate: Measure the percentage of successful task completions by the chatbot, such as booking appointments or providing relevant information.
- Error Rate: Calculate the rate at which the chatbot provides incorrect or irrelevant responses to user queries.

- Engagement Metrics: Monitor metrics like the number of interactions per user session or the average session duration to gauge user engagement with the chatbot.

Prompt Engineering

- Clarity and specificity: The prompt should be clear and specific, leaving no room for ambiguity. Ambiguous prompts might lead to unexpected or incorrect responses.
- Context setting: Providing sufficient context is important, especially in multi-turn conversations or tasks requiring background information. This helps the model understand the user's intent better.
- Length and format: The length of the prompt matters, as longer prompts might overwhelm the model. Striking the right balance between conciseness and completeness is crucial. The format might include instructions, questions, or other guidelines for the model to follow.
- Examples and demonstrations: For complex tasks, incorporating examples or demonstrations within the prompt can help the model understand the expected behavior better.
- Simple tasks by using commands to instruct the model what you want to achieve, such as "Write", "Classify", "Summarize", "Translate", "Order"
- General Tips for Designing Prompts

AI General Public Market Research

- Awareness and Understanding: Market research has shown that while the general public is becoming more aware of AI and its applications, there is still a lack of deep understanding of the technology. Many people have a general idea of AI as "smart machines" but might not fully comprehend its intricacies or potential impact on society.
- Trust and Ethical Concerns: Public opinion research indicates that trust in AI systems can be fragile. Concerns about data privacy, bias in algorithms, and AI's potential to replace jobs often surface in discussions around AI. Addressing these ethical concerns and ensuring transparency in AI systems are essential to gaining public trust.
- AI in Everyday Life: Market research suggests that people are gradually adopting AI-powered technologies in their daily lives, such as virtual assistants, chatbots, and smart home devices. The convenience and benefits of AI applications contribute to their increasing integration into society.
- Perceived Benefits: Public opinion on AI is often shaped by perceived benefits. Positive examples of AI, such as healthcare applications, customer service

improvements, and personalized recommendations, tend to be viewed favorably by the public.

- AI and Jobs: Concerns about AI's impact on the job market and potential job displacement have been the subject of several market research studies. Public opinion on this matter varies, with some expressing worry about job losses, while others believe AI can create new opportunities and improve job efficiency.
- Bias and Fairness: Market research highlights growing concerns about AI bias, particularly in areas like facial recognition and criminal justice applications. Public opinion calls for fair and unbiased AI systems that do not perpetuate social inequalities.