

Gen AI for Everyone

Prepared for Salesforce

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Course Overview: This 1-day course provides an introduction to Generative AI, focusing on how it can be leveraged across a variety of tasks. Participants will learn essential skills like crafting effective prompts for large language models (LLMs) and understanding AI's capabilities, trade-offs, and ethical concerns. The course will also cover advanced topics like agents and the generative AI product lifecycle. By the end of the day, attendees will have a solid foundation in applying AI in practical scenarios, ready to integrate these insights into their workflow.

Note: This course requires participants to interact with Salesforce Einstein.

Course Duration: This course will be delivered in 1 day (8 hours)

Course Prerequisites: None

Course Objectives

- Key Learning Objectives:
 - Write successful prompts for LLMs to help solve tasks
 - Correctly classify the tasks that AI can solve & the type of LLM needed
 - List Trade-offs and ethical considerations with AI
- Secondary Objectives:
 - Go over the Prompt Engineering Patterns
 - Explain the Generative AI product lifecycle

Technical Setup: None

Course Outline

- Introduction to Generative AI (~30 min)
- Generative Models Overview (1 hour)
- Data & AI (1 hour)
- LLM Prompt Patterns I (1.5 hours)
- Lunch (1 hour)
- AI Ethics (1 hour)
- LLM Prompt Patterns II (1.5 hours)