

Generative AI for Pre Sales**Duration – 16 Hours****Program Description**

Gen AI for Pre-Sales is a practical program tailored to position, design, and deliver generative AI solutions for clients. The program builds a strong foundation in AI concepts and technologies, explores real-world use cases across industries, and develops storytelling and customer engagement skills.

Participants will also gain exposure to the delivery aspects of AI projects, including scoping, resourcing, execution, testing, and productionalization (LLMOps), enabling them to confidently guide customers through their AI adoption journey.

Learning Outcomes

- Understand the fundamentals of generative AI, its underlying technology, and its practical applications.
- Articulate the value of AI solutions to customers through impactful storytelling and tailored use cases.
- Identify cross-functional and industry-specific opportunities for generative AI adoption.
- Lead customer conversations with confidence, addressing both technical and business perspectives.
- Scope and size AI projects effectively, balancing customer needs with delivery feasibility.
- Understand key aspects of resourcing, execution, testing, and production deployment of AI solutions.
- AI solution use cases from Logistics & supply chain domain

Course Topics

- ❖ Gen AI Primer
 - Gen AI Foundation
 - Gen AI in Reality
 - Tech behind AI
 - Big Picture
- ❖ Selling Gen AI Solutions
 - Use-Cases across functions & Industries
 - Storytelling
 - Enabling Customer Conversations
- ❖ Gen AI Project Delivery
 - Sizing, Resourcing, Executing, Testing, Productionalizing (LLMOps)

The modules will be tailored to address UPS-specific supply chain problem statements