unext

Gen AI for Business & Operations

Duration – 08 Hours

Program Description
This program is tailored for business operations professionals to explore the practical applications of Generative AI in streamlining workflows, enhancing customer support, and optimizing supply chains.

It provides foundational AI knowledge, hands-on experience with Gen AI tools, and insights into ethical and legal considerations for responsible AI deployment.

Learning Outcomes
➢ Understand core AI concepts including ML, DL, and NLP.
➢ Apply prompt engineering techniques to business operations scenarios.
➢ Use Gen AI for content generation, customer support, and reporting.
➢ Optimize supply chain processes using predictive analytics and AI models.
➢ Leverage Gen AI tools for operational efficiency and decision-making.
➢ Recognize and address ethical and legal challenges in Gen AI implementation.

Course Topics

❖ Foundation in AI Concepts
  ❖ Introduction to Machine Learning
  ❖ Introduction to Deep Learning
  ❖ Introduction to Natural Language Processing (NLP)
❖ Fundamentals of Generative AI
  ❖ Language Models and GenAI Overview
  ❖ Prompt Engineering (with hands-on practice)
❖ Generative AI Use Cases in Business Operations
  ❖ Content Generation
    ❖ NLP, Transformer Models, OpenAI
  ❖ Customer Support
    ❖ GenAI-driven Chatbots
  ❖ Supply Chain Optimization
    ❖ Predictive Analytics, Operations Research, Machine Learning
  ❖ Automated Reporting and Analytics
    ❖ Data Analysis and Visualization
  ❖ GenAI Tools for Business Operations
❖ Ethics and Responsibilities in GenAI
  ❖ Ethical Challenges and Biases
  ❖ Legal and Compliance Considerations

Modules can be customized to suit client's specific needs and duration accordingly