TriveraTech
TECHNOLOGY TRAINING

Strategic AI Dialogues: Conversational Intelligence for Business Innovation - TTAI2060

An immersive journey into the realms of Natural Language Understanding (NLU) and Large Language Models (LLM), key technologies that are transforming the way businesses interact with customers and streamline operations.

Duration: Half-Day
Skill Level: Introductory
Available Format: Instructor-Led Online ; On Public Schedule

This engaging half-day workshop is crafted for business professionals eager to harness the power of Conversational Artificial Intelligence (AI) within their organizations. It's an immersive journey into the realms of Natural Language Understanding (NLU) and Large Language Models (LLM), key technologies that are transforming the way businesses interact with customers and streamline operations. Through this course, you'll discover how to leverage these AI advancements to boost customer engagement and operational agility, making your business more responsive and efficient.

NOTE: This session is a core component of our **Exploring AI for the Enterprise Kick Start Series**, a collection of engaging short courses designed to guide business leaders, IT professionals, and data analysts through essential AI knowledge and applications. Each workshop in this series, led by industry experts, covers specific AI topics—ranging from foundational concepts to advanced tools like conversational and generative AI—providing practical skills and strategic insights. Participants can attend individual sessions or the entire series to fully harness AI's potential for business innovation and gain a competitive edge.

What You'll Learn

Overview

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Objectives

- **Drive Efficiency and Innovation**: Learn how to integrate NLU and LLM technologies into your business, automating processes and fostering innovation, leading to increased operational efficiency and reduced costs.
- **Enhanced Customer Experience**: Understand how Conversational AI can transform customer interactions, providing more personalized, efficient, and engaging experiences.
- **Informed Decision Making**: Gain insights into how AI can analyze large volumes of data, offering deeper business insights and aiding in more informed decision-making.
- **Competitive Advantage**: Stay ahead of the curve by understanding and implementing the latest in AI technology, setting your business apart in the marketplace.
- **Practical Application**: Move beyond theory with real-world examples and case studies that demonstrate practical applications of AI in various business scenarios.

Audience

This session is aimed at business leaders and managers looking to integrate conversational AI to improve customer engagement and operational efficiency. Great for those focused on innovation, customer satisfaction, and streamlining processes. Roles might include: Business managers, customer experience leads, product managers

Pre-Requisites

- Basic experience in customer engagement or business process management
- Familiarity with digital or conversational tools
- Interest in exploring customer-focused AI solutions

TTAI2020   AutoGPT in Action: Artificial General Intelligence (AGI) Basics for Everyday Business Use

Agenda

- Getting to Know Conversational AI: The Basics
- The Power of Understanding: Exploring NLU
- Revolutionizing Responses: The Impact of LLMs
- Conversational AI and Customer Happiness: A Perfect Match
- Streamlining with AI: Smoother Operations Ahead
- Creative Conversations: Designing Engaging AI Dialogues
- Ethics in AI Conversations: Ensuring Responsible Use
- Measuring AI Success: Beyond the Hype
- Integrating AI: Seamlessly Adding Intelligence
- The Future of AI Conversations: What's Next

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TTAI2105	Streamline, Optimize, Succeed! AI & AIOps Automation Basics for Non-Technical Business Users
TTAI2130	Exploring AI Operations: Strategies for Testing and Deploying Intelligent Systems for Success
TTAI2203	Leveraging OpenAI for Enterprise Solutions: Business-Focused AI Boot Camp

Related Courses

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For More Information

Please contact us or call 844-475-4559 toll free for more information about our training services (instructor-led, self-paced or blended), coaching and mentoring services, public course enrollment or questions, partner programs, courseware licensing options and more.