

# Streamline, Optimize, Succeed! AI & AIOps Automation Basics for Non-Technical Business Users - TTAI2105

Get hands-on with AI! Automate workflows, improve efficiency, and make smarter decisions with ease.

**Duration:** 2 Days

**Skill Level:** Introductory

**Available Format:** Instructor-Led Online; Instructor-Led, Onsite In Person ; Blended;  
On Public Schedule

AI-powered automation is revolutionizing the way businesses operate, and this hands-on course gives you the skills to stay ahead. Designed for business professionals, managers, and decision-makers, you'll learn how to streamline workflows, enhance decision-making, and improve customer interactions - without needing a technical background. Through real-world case studies and interactive exercises, you'll explore AI-driven automation tools that simplify tasks, provide predictive insights, and optimize business operations. With expert guidance and a focus on practical application, you will walk away with actionable strategies to integrate AI into your organization, reduce manual work, and drive smarter, more efficient business outcomes.

## What You'll Learn

### Overview

AI-powered automation is transforming business operations, making processes faster, smarter, and more efficient. This expert-led course gives you the skills to identify where AI can streamline workflows, enhance decision-making, and improve customer interactions - without needing a technical background. Through a mix of hands-on exercises and real-world case studies, you will work with AI tools that simplify repetitive tasks, provide predictive insights, and optimize business operations. You'll also explore

how to assess automation opportunities, implement AI-driven workflows, and use AI-powered analytics to make more informed decisions.

Designed for business professionals, managers, and decision-makers, this course is built for those who want to apply AI solutions in practical, results-driven ways. Whether you're improving operations, refining customer engagement, or strengthening financial strategies, you will gain hands-on experience with AI automation in a business-friendly environment. With expert guidance and interactive sessions, you'll leave with actionable strategies to integrate AI into your organization, reduce manual work, and drive smarter business outcomes.

## Objectives

This course is designed to give business professionals the practical skills to confidently explore and apply AI-powered automation in their daily work. By the end of the session, you'll be able to recognize opportunities for AI, work hands-on with automation tools, and make informed decisions about integrating AI into your business - all without needing a technical background.

Throughout the course you will learn how to:

- **Identify Opportunities for AI Automation** - Learn how to recognize tasks and processes in your business that can be streamlined with AI to improve efficiency and decision-making.
- **Work with AI-Driven Automation Tools** - Develop hands-on skills in using AI-powered automation to simplify workflows, reduce manual work, and enhance productivity.
- **Use AI to Support Smarter Decision-Making** - Learn how AI can help analyze trends, predict outcomes, and provide real-time insights to improve business strategies.
- **Navigate AI Risks and Ethics** - Understand key considerations like bias, data privacy, and responsible AI use to ensure ethical and compliant AI adoption.
- **Integrate AI into Everyday Business Operations** - Gain practical experience applying AI solutions to improve customer interactions, operations, and business performance.

## Audience

This **introductory-level** course is designed for business professionals new to AI, giving you a clear, practical understanding of how AI-driven automation can improve efficiency and decision-making in any industry. No technical background needed - just an interest in using AI to streamline your work. Ideal participants include operations managers,

business analysts, project managers, customer experience leaders, finance professionals, and executives looking to integrate AI into their workflows.

## Pre-Requisites

To get the most out of this course, you don't need a technical background! Just a curiosity about AI and how it can improve business operations.

To help you feel prepared, here are three key skills that will set you up for success:

- **Basic Business Process Understanding.** Familiarity with how workflows and decision-making processes function in your role or industry will help you spot opportunities for AI automation.
- **Comfort with Digital Tools.** Experience using business software, dashboards, or automation platforms (such as CRM systems or spreadsheets) will make it easier to explore AI-powered solutions.
- **Analytical Thinking.** The ability to assess challenges, recognize patterns, and evaluate potential improvements will help you apply AI automation effectively to real business problems.

TTAI2005	AI Basics for Everyday Business Users: Getting Started with AI Tools & Techniques
TTAI2006	AI for Business Users Boot Camp: Transforming Business Ops with Cutting-Edge AI Apps
TTAI2020	AutoGPT in Action: Artificial General Intelligence (AGI) Basics for Everyday Business Use
TTAI2140	Implementing AI in Software Testing   AI in Test Automation
TTML5502	Exploring AI & Machine Learning for the Enterprise Overview (Light Hands-on)
TTAI2060	Strategic AI Dialogues: Conversational Intelligence for Business Innovation
TTAI2009	Quick Start to Prompt Engineering for Business Users

## Agenda

*This course is built around real-world industry trends but can be tailored to your needs. Topics and hands-on activities may adjust live to match skill levels, interests, and discussions, ensuring a relevant and practical experience.*

### Day 1: Understanding AI and AIOps for Business Impact

#### 1: AI & Automation - What Every Business Leader Needs to Know

Explore what AI-powered automation is, why it matters for business, and how organizations are already using it to optimize operations.

- The new era of AI-powered automation
- Understanding AIOps (AI for IT & Business Operations)
- How AI is transforming industries today (real-world examples)
- Explore AI-powered business workflows

## **2: Business Use Cases - Where AI Automation Works Best**

Explore the most impactful ways AI is streamlining business operations, from customer service to finance, sales, and supply chain management.

- Customer Experience: AI chatbots, sentiment analysis, automated support
- Operations & Supply Chain: Demand forecasting, inventory automation
- Sales & Marketing: Lead scoring, customer segmentation, personalization
- Finance & Compliance: Fraud detection, risk assessment
- Mapping AI to Your Business Challenges

## **3: How AI Tools Work (Without the Tech Overload)**

Get a behind-the-scenes look at how AI-powered tools make business decisions - without getting stuck in the technical weeds.

- AI models vs. rule-based automation
- How AI tools learn and improve
- No-code AI platforms: Microsoft Copilot, ChatGPT, AI-driven dashboards
- Exploring an AI automation tool (drag-and-drop workflow)

## **4: AI Ops for Business Decision-Makers**

Learn how business leaders can successfully integrate AI into workflows while balancing human oversight and strategic decision-making.

- Managing AI adoption in the enterprise
- The role of human oversight in AI automation
- Case study: Companies successfully using AI for automation
- AI adoption challenges and solutions

## **Day 2: Implementing AI Ops & Automation in Your Organization**

## **5: Responsible AI - Ethics, Risks, and Business Considerations**

Understand the ethical challenges of AI, including bias, security risks, and compliance, and how to navigate them in your organization.

- Bias & fairness in AI decision-making
- Data security & privacy laws (GDPR, CCPA)
- AI transparency & explainability
- Identifying AI risk in real-world scenarios

## **6: No-Code AI Automation for Business Workflows**

Discover how to build AI-powered business workflows using simple, no-code tools - without needing an IT degree.

- Overview of AI automation platforms
- Building AI-powered workflows (without coding)
- Hands-on Lab: Creating an AI automation workflow in a business tool

## **7: AI-Driven Decision-Making & Predictive Insights**

Learn how AI can enhance business intelligence by predicting trends, analyzing data, and providing real-time insights for smarter decisions.

- AI in business intelligence: How AI analyzes trends & predicts outcomes
- AI dashboards & analytics (Power BI, Tableau AI, Google Looker)
- AI for real-time business monitoring & anomaly detection
- Using AI-powered dashboards to extract key business insights

## **8: Future-Proofing Your Organization with AI & AIOps**

Look ahead at emerging AI trends and explore how AI copilots and automation tools will reshape business operations in the next five years.

- AI-driven workflow optimization & automation trends
- The rise of AI copilots & assistants: How to integrate them in workflows
- Beyond today: Emerging AI technologies that will reshape business ops
- Exploring AI-enhanced business processes

## **Action Planning & Next Steps**

Walk away with a practical, customized action plan to bring AI automation into your organization - starting today.

- **Quick Wins:** AI-powered business improvements you can make today
- **Scaling AI initiatives** across teams

- **Your Personal AI Action Plan**
- **Wrap-Up:**

## Follow On Courses

TTAI2006	AI for Business Users Boot Camp: Transforming Business Ops with Cutting-Edge AI Apps
TTAI2101	Implementing AI in Business: Stakeholder Strategies for the Modern Data Driven, Automated Enterprise
TTAI2102	Understanding, Harnessing & Applying Generative AI for Decision Makers and Architects
TTAI2130	Exploring AI Operations: Strategies for Testing and Deploying Intelligent Systems for Success
TTAI2203	Leveraging OpenAI for Enterprise Solutions: Business-Focused AI Boot Camp
TTAI2321	Quick Start to Azure OpenAI / Hands-on Basics for Business Users
TTML5502	Exploring AI & Machine Learning for the Enterprise Overview (Light Hands-on)
TTAI2061	Exploring NLU & LLMS: Conversational Intelligence from a Technical Business Perspective
TTAI2065	Data Decisions with AI: Leveraging Generative Analysis for Business Growth / Deep Dive into Pandas.ai

## Related Courses

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TTAI2102	Understanding, Harnessing & Applying Generative AI for Decision Makers and Architects
TTAI2130	Exploring AI Operations: Strategies for Testing and Deploying Intelligent Systems for Success
TTAI2203	Leveraging OpenAI for Enterprise Solutions: Business-Focused AI Boot Camp
TTAI2061	Exploring NLU & LLMS: Conversational Intelligence from a Technical Business Perspective
TTAI2060	Strategic AI Dialogues: Conversational Intelligence for Business Innovation

TTAI2050	AI Essentials: Quick Start to Basic AI Theory
TTAI2063	Voice of Innovation: Crafting Your Enterprise's Digital Assistant: Building a Voice Bot - From Concept to Reality
TTAI2062	Transforming Customer Support with AI: Crafting Custom Assistants for Your Business
TTAI2065	Data Decisions with AI: Leveraging Generative Analysis for Business Growth / Deep Dive into Pandas.ai
TTAI2064	AI Automation Strategies: Applying AI for Cost Savings & Efficiency: Automating for Impact
TTAI2105	Streamline, Optimize, Succeed! AI & AIOps Automation Basics for Non-Technical Business Users
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TTAI2006	AI for Business Users Boot Camp: Transforming Business Ops with Cutting-Edge AI Apps
TTAI2009	Quick Start to Prompt Engineering for Business Users
TTAI2051	AI Insights: A Practical Guide to AI Types, Principles and Applications

All applicable course software, digital courseware files or course notes, labs, data sets and solutions, live coaching support channels and rich extended learning and post training resources are provided for you in our “easy access, no install required” online **Learning Experience Platform (LXP)**, remote lab and content environment. Access periods vary by course. We'll collaborate with you to ensure your team is set up and ready to go well in advance of the class. Please inquire about set up details and options for your specific course of interest.

## 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.