

Business AI - ChatGPT & Copilots

AI In Business Course Series

Course Level:- Introduction

Course Duration:- 1 Day

Course Overview:

This one-day hybrid course titled "AI in Business" brings together powerful elements from OpenAI and Microsoft Copilots. It is designed to provide participants with practical, hands-on experience using both platforms, focusing on how AI can be integrated and utilised within business environments. The course aims to establish a proficiency in managing cross-platform tools, offering learners direct interaction with AI technologies. The curriculum includes an introduction to AI, detailed sessions on OpenAI and Microsoft Copilots, exploration of text prompts, and practical guidance on working effectively with Copilot. Through this course, participants are equipped to apply AI solutions to real-world business challenges, enhancing their ability to innovate and improve efficiency in their respective industries.

The curriculum is designed not only to impart knowledge but also to provide hands-on experience with AI tools, ensuring that participants leave with the competence to apply AI in various business contexts.

Prerequisites:

Before coming on this course, it is highly recommended that participants have an understanding of computers and business applications such as Office 365 but no prior AI experience is necessary.

Participants will have access to a Teams version of Open AI and ChatGPT for completion of examples and practical exercises. Participants will additionally have access to an Office 365 lab environment fully licensed for Microsoft's M365 Copilot with sample data pre-provisioned.

There will be continued access to the lab environments for 30 days after your course (subject to availability)

Module 1 Generative AI Basics

In Module 1 participants will delve into the foundational aspects of artificial intelligence, starting with a general introduction to Data AI and Search AI, which cover data processing and retrieval technologies. The module then progresses to explain the core principles of Machine Learning and Deep Learning, emphasizing how these technologies underpin the broader field of AI by enabling systems to learn from data and make decisions.

Finally, the focus shifts to Generative AI, where students will explore how AI can generate text, images, and other forms of media, illustrating the practical and transformative applications of AI technologies. This module aims to provide a robust understanding of key AI concepts and their implications in various industries.

Approx duration:- 60 minutes

Module 2 OpenAI

In Module 2 participants will receive a comprehensive overview of the OpenAI ecosystem, particularly emphasizing the capabilities of ChatGPT. Here's a breakdown of the key areas covered:

- Introduction to OpenAI and ChatGPT: Understanding the origins, mission, and major projects of OpenAI, along with a detailed introduction to ChatGPT, its functionalities, and applications.
- Deep Dive into ChatGPT Operations: Exploring how ChatGPT processes and generates text, including a tour of its features and an explanation of the mechanics behind chat completions and conversations.
- Practical Applications and Ethics: Examining the cost, privacy considerations, and plans available for using ChatGPT, alongside discussions on ethical considerations in AI use.
- Advanced Features and Techniques: Learning about the various advanced features of ChatGPT, including prompt crafting (parts of a prompt, system messages), chat history management, and the use of different GPT models.
- Technical Insights: Delving into the technical aspects such as answer temperatures, chat completion strategies, answer redirection, and summarization techniques.
- Innovative AI Features: Understanding Retrieval Augmented AI, which enhances ChatGPT's responses with internet browsing capabilities.

This module aims to equip students with a solid foundation in using and understanding ChatGPT and other OpenAI tools, enabling them to leverage these AI solutions effectively in various business contexts.

Approx duration:- 60 minutes

Module 3 Copilots Introduction

In Module 3 students will explore various applications of AI integrated into Microsoft products. This includes an overview of:

- Bing Copilot: Understanding how AI enhances search engine capabilities.
- Windows Copilot: Learning how AI can be integrated into operating systems to improve user experience.
- 365 Copilot: Delving into AI applications in productivity suites to boost efficiency in tasks such as document editing and email management.
- GitHub Copilot: Analyzing how AI assists in coding, providing suggestions, and automating routine programming tasks.
- Power Platform Copilot: Investigating AI's role in business analytics and automation within Microsoft's Power Platform.
- Copilot Studio: Exploring creative uses of AI in content creation and media production.
- Security Copilot: Assessing AI's impact on cybersecurity measures and protocols.

The module aims to provide students with a comprehensive understanding of how AI technologies are being integrated into everyday tools and platforms, enhancing functionality and streamlining user interactions in both personal and professional environments.

Approx duration:- 60 minutes

Module 4 Text Prompts

In Module 4 participants will learn about the critical skill of crafting effective prompts to communicate with AI systems like ChatGPT and Copilots. The module covers various strategies and considerations essential for optimising interactions with AI models. Here's a breakdown of what students will explore:

- Writing Clear Instructions: Understanding the importance of clarity and specificity in instructions to achieve desired outcomes from AI responses.
- Role Assignment: Learning how to assign roles to the AI to shape its responses and interactions, enhancing the relevance and utility of the output.
- Utilising Reference Texts and Examples: Demonstrating how to provide examples or reference texts to guide the AI's style, tone, and format in generating content.
- Task Breakdown: Teaching the technique of splitting complex tasks into manageable subtasks to streamline the prompting process and improve response accuracy.
- Timing Considerations: Discussing the timing in prompt responses, emphasising patience and the timing of follow-up queries.
- Prompt Structure: Exploring the components of an effective prompt, including the importance of structure and sequence in generating coherent and contextually appropriate responses.

- Chain of Thought Prompting: Introducing advanced prompting techniques like chain of thought to encourage detailed and logically structured outputs.
- Understanding Generated Knowledge: Evaluating the AI's capability in generating knowledge-based responses and how to enhance reliability and relevance.
- Gradual Information Revelation (Least to Most): Strategies for gradually increasing the complexity of prompts to extract more depth from AI responses.
- Formatting Importance: Highlighting how proper formatting in prompts can significantly impact the usefulness and navigability of AI-generated text.

This module equips students with the tools to effectively communicate with AI, ensuring that they can leverage AI capabilities to their fullest potential by constructing well-designed prompts.

Approx duration:- 60 minutes

Module 5 Working with Copilot

In Module 5 participants will engage in a detailed exploration of how to integrate and utilise Copilot tools across various Microsoft applications to enhance productivity and streamline workflows. The focus will be on practical applications in a business environment. Here's what the module will cover:

- Bing Copilot: Learning how AI can enhance search functionalities within Bing, providing more efficient and relevant search results.
- 365 Copilot Chat: Exploring how AI can assist in real-time communication within Microsoft Office 365, improving responsiveness and interaction quality.
- Copilot with Teams: Understanding AI's role in Microsoft Teams for managing meetings, summarising discussions, and automating routine tasks.
- Copilot with Word, PowerPoint, and Excel: Delving into the specifics of AI integration in Microsoft Office apps to aid in document creation, presentation refinement, and data analysis, enhancing overall productivity.
- Copilot with Outlook: Learning how AI can help manage emails more efficiently, from drafting responses to organising the inbox and providing summarised overviews of missed meetings
- Copilot Studio: Exploring this tool's capabilities in creating and managing digital content effectively and presenting the information through a conversational Bot interface.

The module aims to provide students with hands-on experience and practical knowledge on leveraging AI tools within commonly used software, enhancing their ability to utilize AI for business optimization and efficiency.

Approx duration:- 60 minutes