Centre for Machine Learning and Intelligence
ARITIFICIAL INTELLIGENCE FOR WORKSPACE
Professional Certificate Course-Applicable for Post Graduate students
From the Academic year 2024-2025 onwards

Duration :40 Hours

Objectives:

1. To know about the AI technologies to automate repetitive tasks, streamline process and optimize resource allocation.

2. To become familiar with driven analytics and decision support system.

3. To familiarize AI powered tools and technologies.

Unit 1: I: INTRODUCTION TO AI IN THE WORKPLACE (10 hours)

Introduction to AI in the Workplace- Overview of AI and its applications, Types of AI: Narrow vs. General AI, Understanding the role of AI in modern workplaces. Ethical considerations and implications of AI in the workplace. AI-powered automation in the workspace, Case studies and examples of AI-enabled automation tools.

Unit 2: OPTIMIZING URBAN MOBILITY AND MARKETING WORKSPACE AUTOMATION (10 hours)

Public Transportation Management: AI applications in public transportation management (bus, subway, train), Real-time passenger information systems and dynamic scheduling. Optimizing public transportation routes and services with AI. Public transportation management software - Trapeze or TransLoc, Real-time data processing platforms - Apache Kafka or Apache Flink. **Marketing workspace Automation-** Introduction to marketing automation platforms. Automated email marketing campaigns and lead nurturing. Dynamic content and personalized marketing automation workflows, Marketing automation platforms - HubSpot, Marketo, or

Mailchimp, Workflow automation tools - Zapier or Integromat.

Unit 3: CUSTOMER SERVICE AND HR WORKSPACE EVOLUTION (10 hours)

Introduction to AI in Customer Service, Importance of AI in improving customer satisfaction, efficiency, and scalability. Introduction to chatbots and virtual assistants. Chatbot development platforms - Dialogflow or Microsoft Bot Framework. AI applications in personalized customer experiences.AI in Employee Engagement and Retention.AI applications in employee engagement and sentiment analysis, Predictive analytics for identifying flight risks and turnover prediction. Implementing AI-driven employee feedback systems and recognition programs. Employee engagement platforms like Glint or Office vibe. Predictive analytics software like Visier or Predictive Index Implementing. AI in goal setting, performance tracking, and coaching. Feedback and recognition software -Culture Amp or Kazoo.

Unit 4: TRANSFORMING THE FINANCIAL WORKSPACE WITH SMART TECHNOLOGIES (10 hours)

Finance: Overview of AI technologies and their applications in finance, Importance of AI in financial decision-making, risk management, and trading. Importance of AI in financial decision-making, risk management and trading. **Predictive Analytics in Finance:** Predictive modelling for financial forecasting, credit scoring, and fraud detection, Applications of predictive analytics in investment management and portfolio optimization, Machine learning libraries - scikit-learn or TensorFlow Data visualization tools - Tableau or Power BI. Emerging trends and technologies in AI, Future directions of AI in the workspace, Opportunities and challenges in adopting AI technologies, Reflection and discussion on the future of AI in the workspace, Presentation of final projects,

Model Deployment and Management, Voice Assistants for Presenting: Voicea, Microsoft PowerPoint Presenter Coach.

Outcomes

1. Get the basic knowledge of Artificial Intelligence.

2. Get familiarize with tools, software and technologies used in workspace.

4. Analyze the opportunities of AI in multidisciplinary.

Training Provided by	**: VISAITHALAM SOLUTIONS Ltd., Coimbatore**
Certifying Body	**: VISAITHALAM SOLUTIONS Ltd., Coimbatore**
Exam mode	: Online
Course Hours	: 40
Course Fee	: Rs.3500

Deliverables:

- Certificate in Prompt Engineering
- Guest lectures from industry professionals.