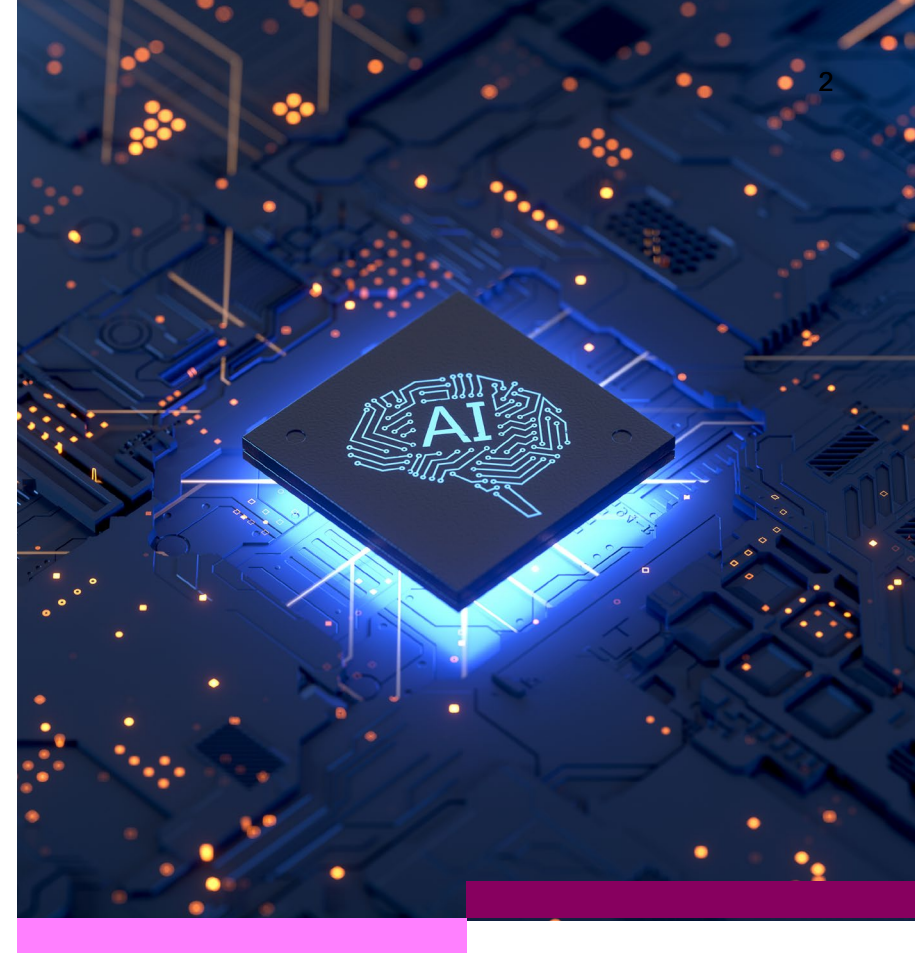


Artificial Intelligence (AI)

**Presentations
and reflections**

Across many different industries, businesses like BT Group are using AI in **innovative ways** to **help and connect with their customers**. For example, this can improve the quality of their **customer service** and help these companies to grow.

In this module, we will consider the **risks and benefits** of AI.



Big Thinking...

By the end of this module, you should be able to form an opinion on the 'big thinking' statement:

How is AI impacting human interaction in the world of work?



Module overview



01

The 'what, how, and why' of AI

Learn about AI and how it works through a series of fun interactive activities.



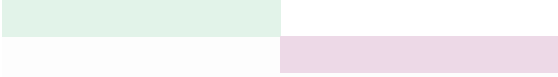
02

AI in customer service

Delve deeper into the world of chatbots, helpdesks and ticketing systems.



03



DIY Chatbot Challenge

Work in groups to build your own AI chatbot.



04

Presentations and reflections

100



Module objectives

This module will focus on the following skills:



Technical skills: using and managing digital devices, platforms and apps



Human skills: critical-thinking and problem solving



Lesson objectives

By the end of this lesson, you will be able to:



Deliver a presentation and then reflect on the successes and challenges of project work



Presenting your chatbot

1. Introduce your team members, their roles, and contributions to the project
2. Discuss the initial requirements and goals of your chatbot included and why (e.g. what it should accomplish, who the target users are)
3. Share any challenges faced during development and how they were overcome.
4. Provide a live demo of the final version of the chatbot in action
5. Share what the team learned throughout the project, focusing on the human-centric skills like creative thinking, collaboration and problem solving
6. Suggest potential improvements or future developments for the chatbot

Presentations

Big Thinking...

How is AI impacting human interaction in the world of work?





Recap

What have you learnt today?

- ✓ What new skills have you learnt through this module?
- ✓ What new innovations have you discovered?
- ✓ What have you learnt about roles in tech and digital?