

AI & Customer Service:



Resources

- PowerPoint presentation

Intro (5 mins)
Slides 2-8

Introduction

Explain to students the format of the lesson. They will each have 15 minutes to plan how to introduce and present their chatbot. Each team will then have 5-10 mins to present (adjust based on how many groups you have and the time available).

Share the following list of key things that groups might like to include in their presentations:

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

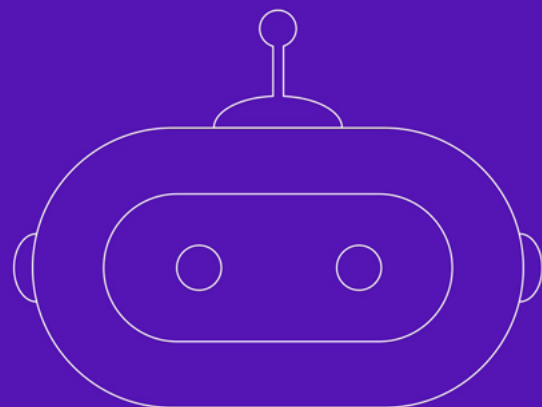
Explain that they can present in a way that's comfortable for them (and depending on the time available) – writing a script, using slides etc. They should be able to demo their chatbot via the whiteboard or internet connected device.

You may also want to share some top tips for presenting confidently:

- Encourage everyone in the team to contribute
- Speak clearly and slowly
- Make notes to help you remember what you want to say
- Leave space for questions

Suggest that each team divides up what they are presenting and prepares a different section to make the most of the time available. They should leave a few minutes to practice and check the order they are speaking in.

Presenting your chatbot



Resources

- Projector / interactive whiteboard

Presentations (40 mins)
Slide 10

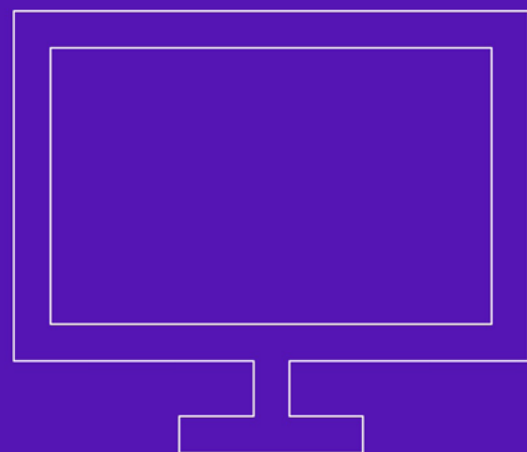
Presentations

Delivery of student presentations and peer feedback.

Use the suggested criteria below to provide students with feedback on their presentations:

- How well have students met the project brief?
- Is there evidence that every team member has played an equal role?
- Have they demonstrated the use of technical skill of using and managing devices, platforms and apps?
- Is there evidence to show that human skills of emotional intelligence, communication, critical thinking, and teamwork are being put into practice?
- How well have they embedded learnings from throughout the module?
- Have they fully considered the key considerations surrounding AI in customer service?

Presentations



10

Resources

- PowerPoint presentation

Plenary (5 mins)

Reflect on learning

Extended plenary time for students to recap learning from the module and reflect on the 'Big Thinking' question: "How is AI impacting human interaction in the world of work?"

- What is their understanding of the role of AI vs humans?
- What new skills have they learnt through this module?
- What new innovations have they discovered?
- What have they learnt about roles in tech and digital?



12

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?