

DECEMBER techshop

ai for business



what is ai?

artificial intelligence

- Artificial intelligence (AI), is the ability of a digital computer or computer-controlled robot to perform tasks commonly associated with intelligent beings.



history of ai

part one

1950s: Birth of AI

- The term "Artificial Intelligence" (AI) is coined by computer scientist John McCarthy in 1956.
- Early AI research focuses on symbolic reasoning and problem-solving.

1960s-1970s: Rule-Based Systems

- AI researchers develop rule-based systems for decision-making and problem-solving.
- The General Problem Solver (GPS) is introduced by Allen Newell and Herbert A. Simon.

1980s-1990s: Expert Systems and Neural Networks

- Expert systems gain popularity, applying knowledge from human experts to solve specific problems.
- Connectionism and neural networks see increased attention, leading to advancements in machine learning.



history of ai

part two

Late 1990s: AI Winter and Reinvention

- Funding for AI research declines, leading to the "AI winter."
- AI experiences a resurgence with the development of practical applications like IBM's Deep Blue defeating a world chess champion in 1997.

2000s-2010s: Machine Learning Dominance

- Machine learning, especially supervised learning, has become a dominant approach in AI.
- Big data and improved algorithms contribute to breakthroughs in natural language processing and computer vision.

2010s-Present: Deep Learning and AI Boom

- Deep learning, powered by neural networks with many layers, leads to significant advancements in image and speech recognition.
- AI applications expand to various industries, including healthcare, finance, and self-driving cars.
- OpenAI's GPT-3 (Generative Pre-trained Transformer 3) is introduced in 2020, showcasing the capabilities of large-scale language models



ai in your business

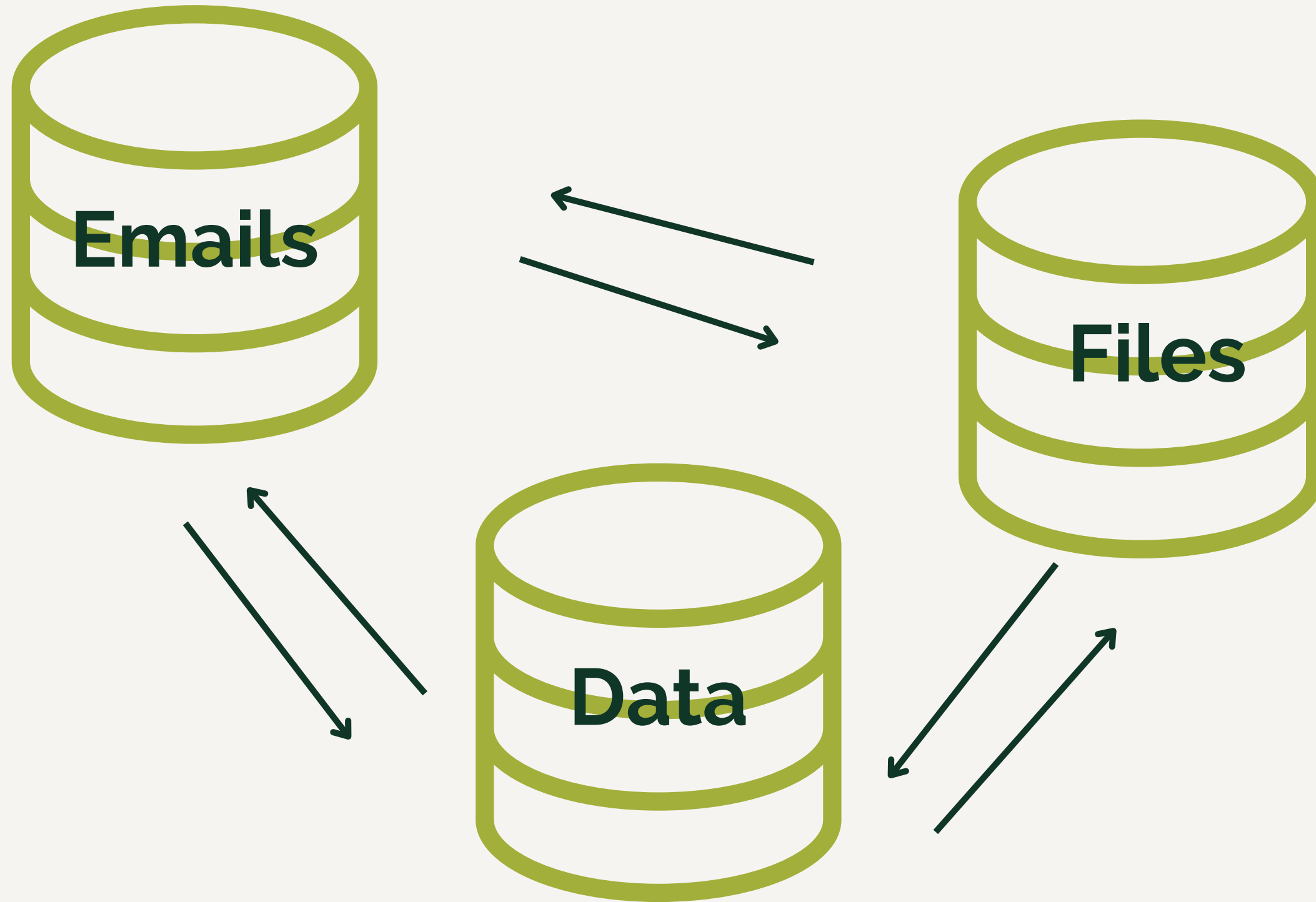


This is your database.



Your database exists within the cloud..







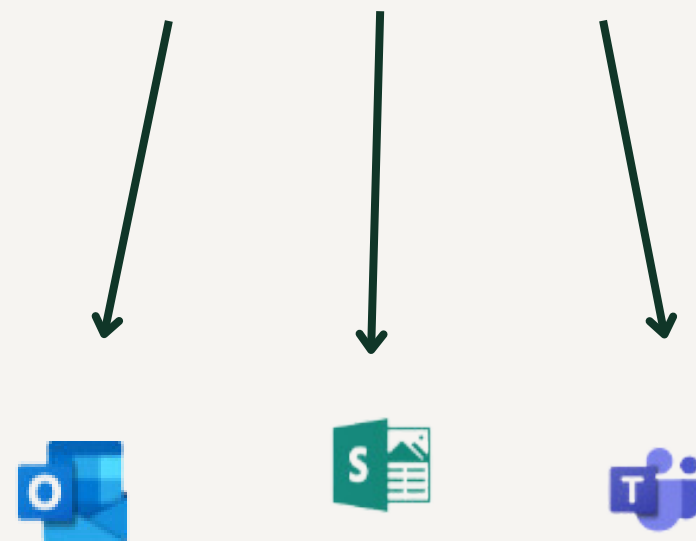
Microsoft 365



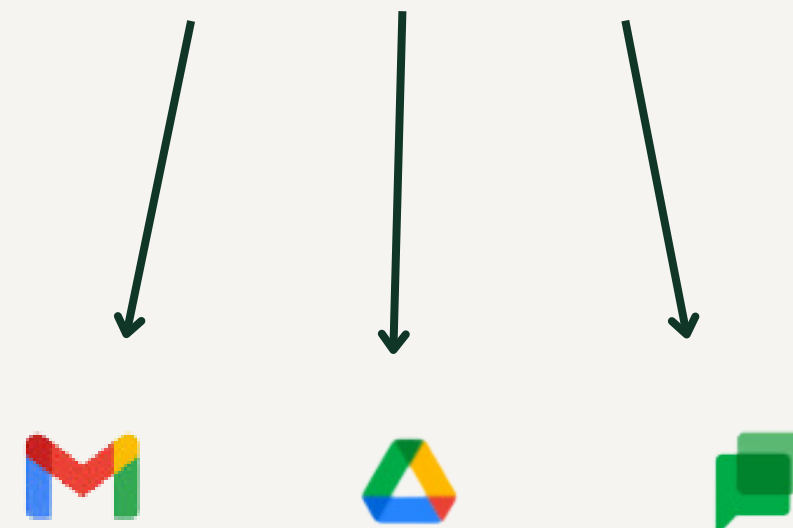
Google Workspace



Microsoft 365

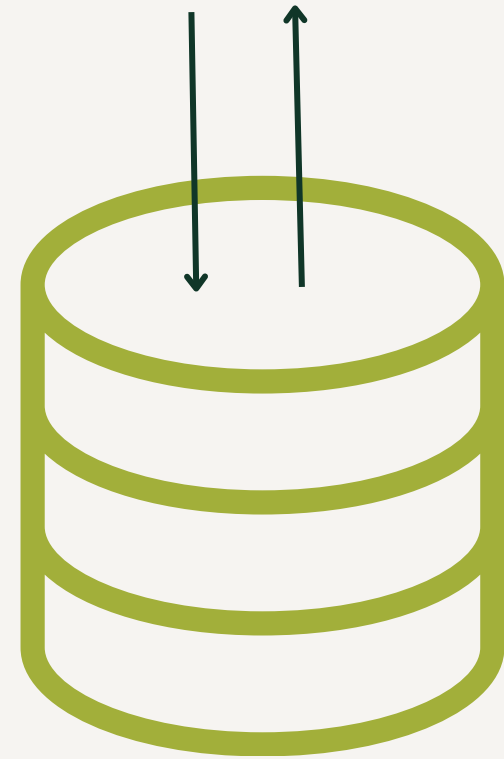


Google Workspace

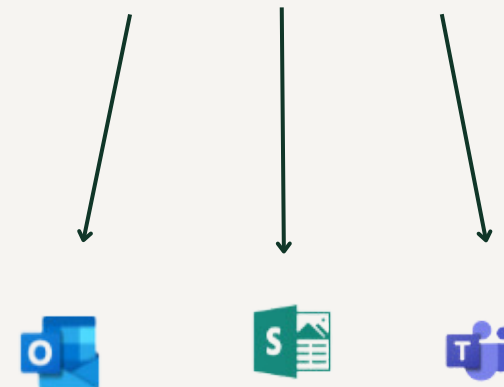




Microsoft 365 Copilot

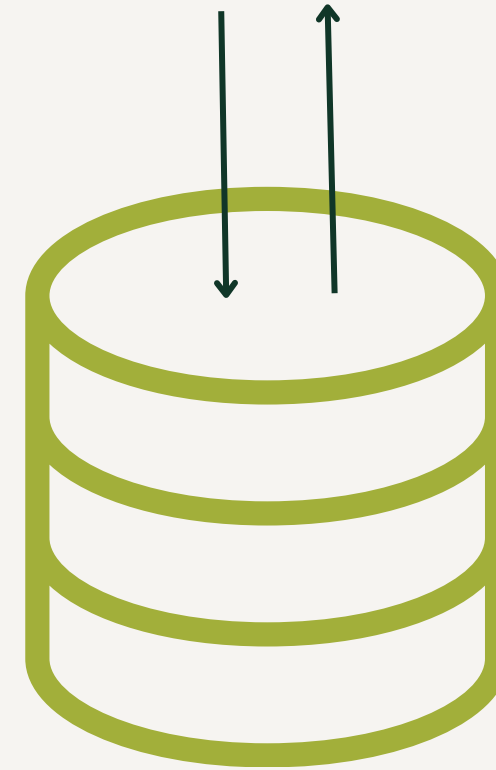


 Microsoft 365

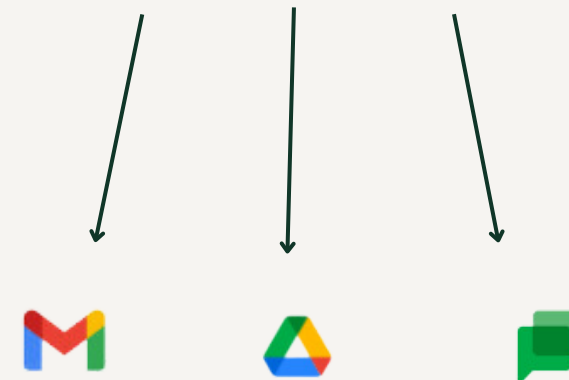


Duet AI

Google Workspace



 Google Workspace





ai adds value.

but, how?

- **Boosted efficiency** by automating repetitive tasks, minimising errors and reducing manual effort
- **Processes data quickly**, providing valuable insights and enabling informed decision-making
- **Cost benefits** by reduction in time spent on following processes and more time spent completing actual work
- **Informed risk management** by analysing patterns and early detections of potential risks
- **Competitive advantage** by leveraging new technology
- **Drives customer engagement** with a better understanding of your customers patterns and needs



common problems in business

and how ai can solve them

- process automation
- document preparation
- chatbots
- video and image generation

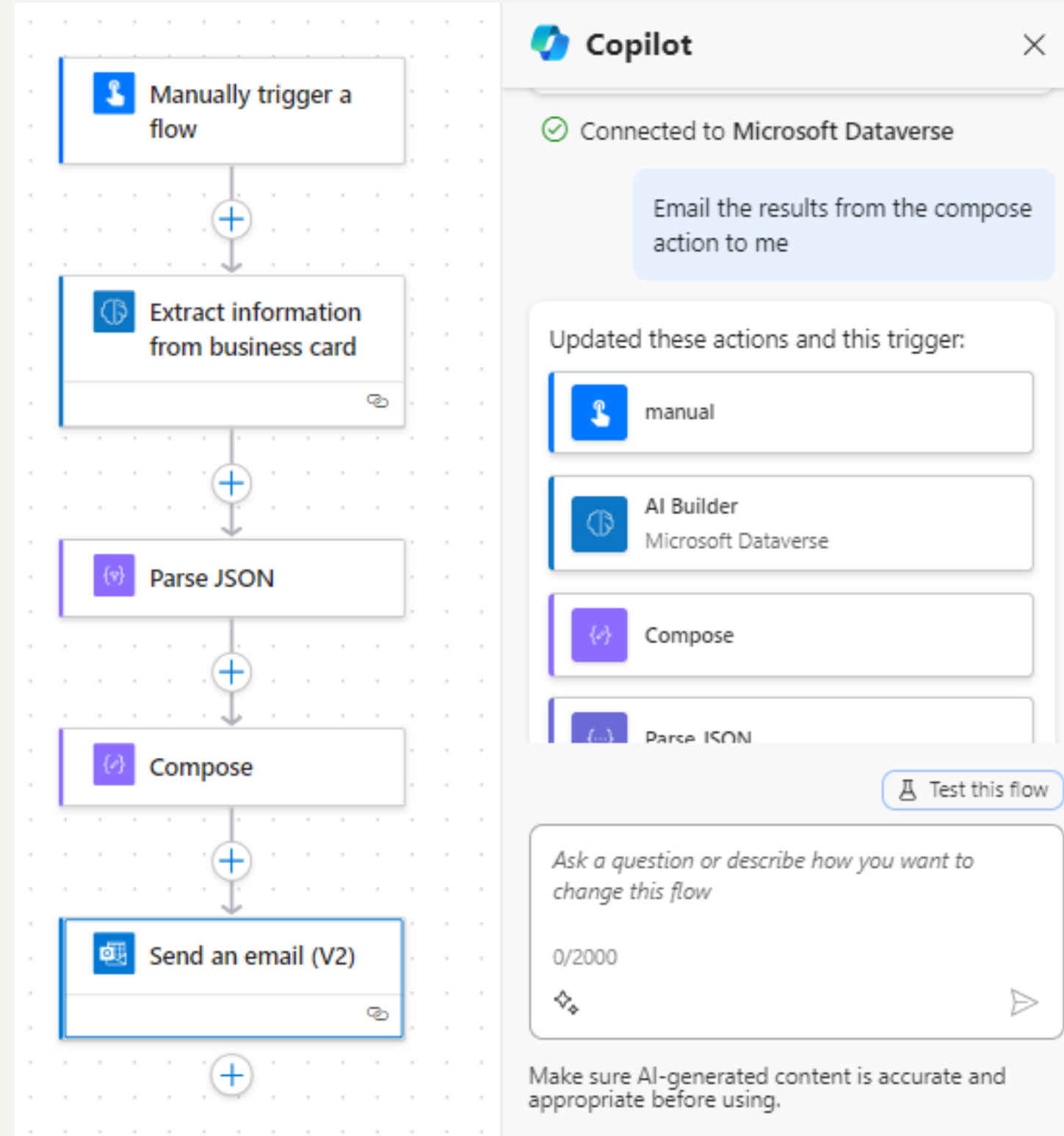
process automation

business card reader



Business Card Scanned for SKYE HARVEY

First Name: SKYE
Last Name: HARVEY
Phone: 02 9146 6330
Department: Marketing & Communications
Website: www.myrtec.com.au



other applications:

- generate descriptions from images (index all safety photos)
- detach invoices from emails, verify it is already approved and upload it into the financial system
- power automate includes copilot, microsoft also has copilot for github

document preparation

hr policies



You

Generate an internal company policy on the use of artificial intelligence in an organisation in NSW. The policy should include details that no company data should be uploaded into public AI systems such as ChatGPT and that the user generating the content is responsible for quality control of the content as if they had written it themselves. Internal company data may be used with AI systems such as Microsoft Copilot where access controls are in place to prevent this data being made public.



ChatGPT

Internal Company Policy: Use of Artificial Intelligence in the Organization

Policy Overview:

This policy outlines the guidelines and procedures for the responsible use of artificial intelligence (AI) within our organization, specifically focusing on the use of AI systems in New South Wales (NSW). The policy emphasizes the importance of data security, quality control, and compliance with privacy regulations.

1. Purpose:

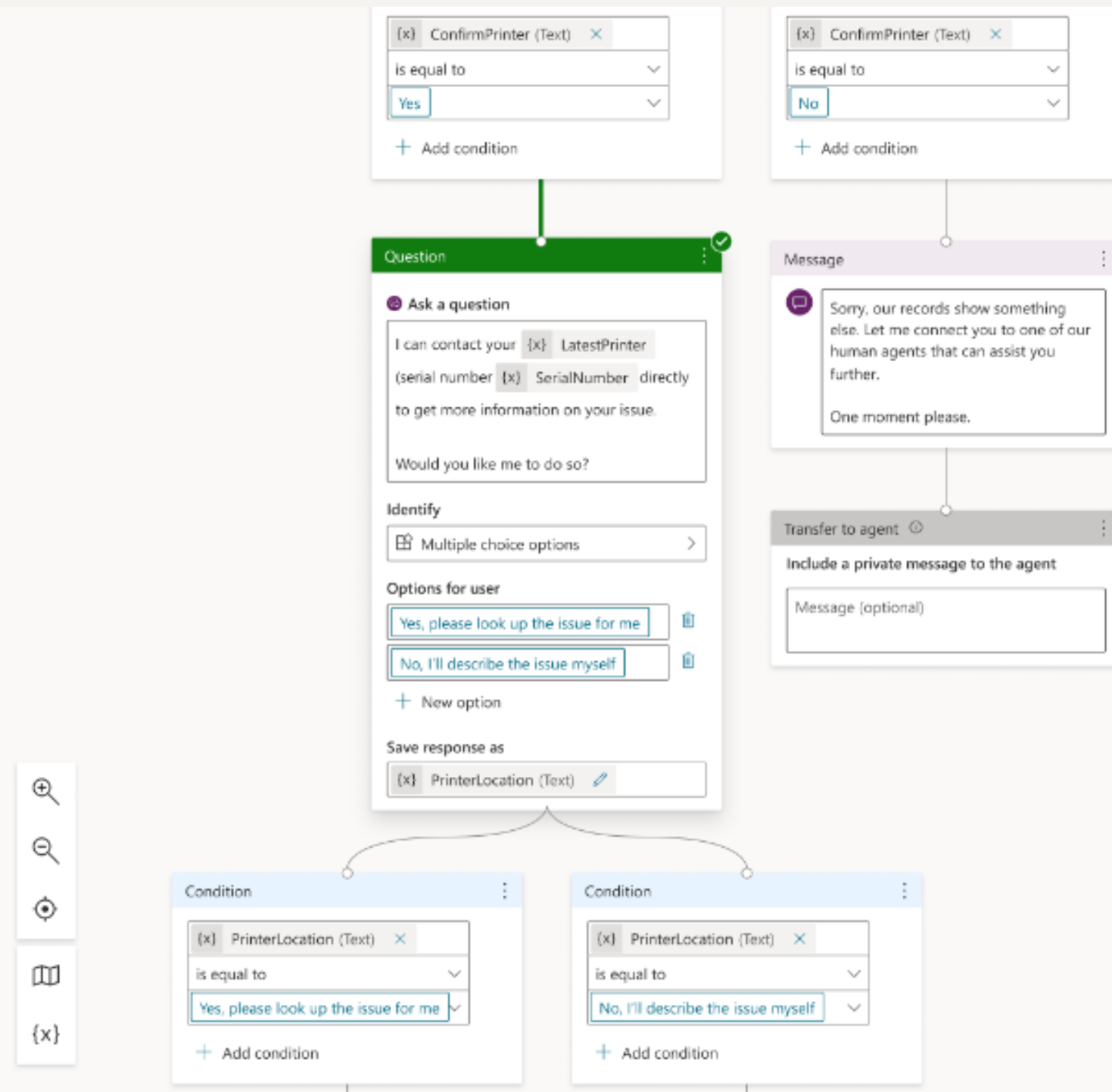
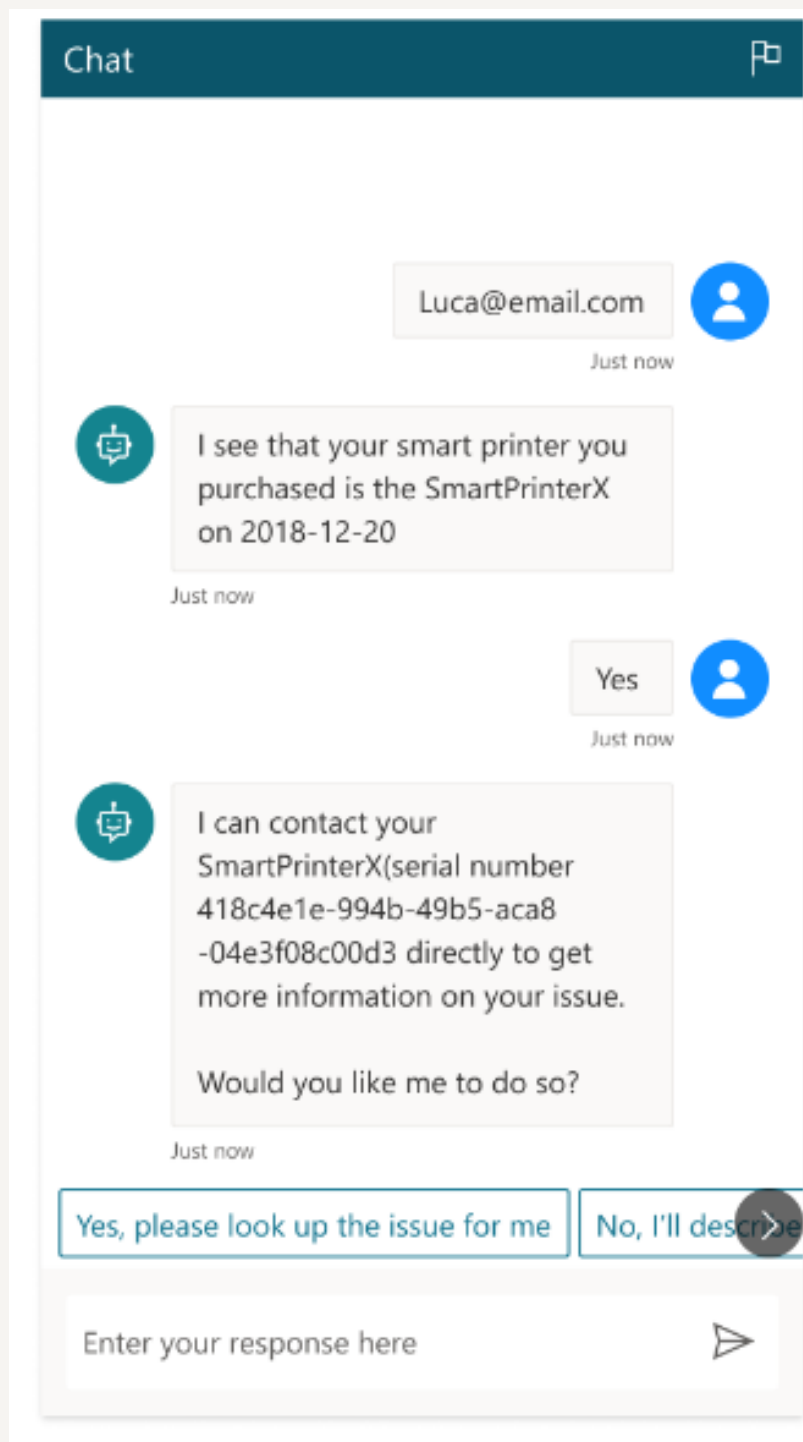
The purpose of this policy is to ensure that the use of AI technologies within the organization aligns with ethical standards, legal requirements, and maintains the confidentiality of company data.

other applications:

- generate position descriptions based of the summary
- generate standard operating procedures
- change the language or tone of existing documents

chatbots

customer service or internal staff



Most people prefer a person to chatbots because they have typically not given the right answers or been unable to resolve issues, this is changing though

other applications:

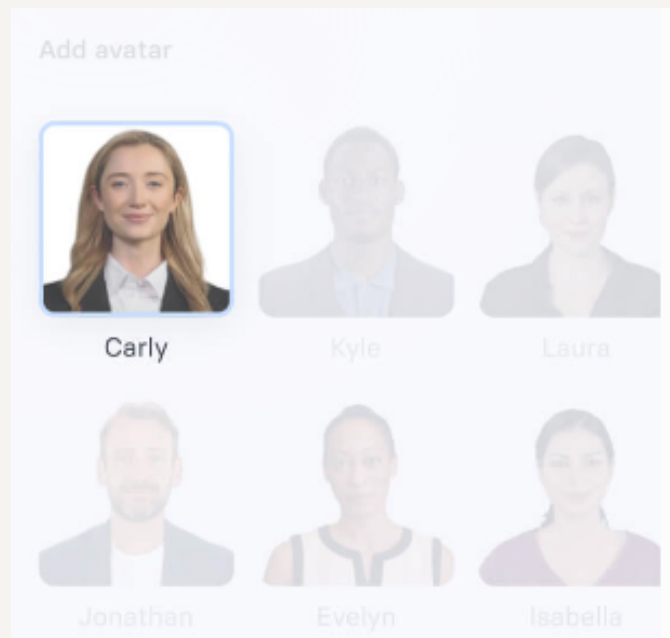
- how many days of sick leave can I take without a medical certificate
- open a new purchase order for a laser printer on level 2

video and image generation

onboarding and internal training

2 Edit your video script in any language

This is how easy it is to generate videos based on content. This content can also be generated by AI



other applications:

- quickly regenerate training material as systems and policies/procedures change
- generate daily videos for waiting rooms based on the events that are happening
- generate graphics for presentations and documents

links & references

reference sites:

- ChatGPT - <https://chat.openai.com/>
- Microsoft Copilot - <https://copilot.microsoft.com/>
- Google Duet - <https://cloud.google.com/duet-ai>
- Github Copilot - <https://github.com/features/copilot>
- Google Bard - <https://bard.google.com/>
- Microsoft Power Virtual Agents - <https://powervirtualagents.microsoft.com/en-au/ai-chatbot/>
- Power Automate AI Builder - <https://powerautomate.microsoft.com/en-au/ai-builder/>



q&a

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