AI Chatbots 101



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Course Description

Are Al chatbots right for my business? Al chatbots can improve response times and reduce repetitive work, but they are not a replacement for people.

This course helps learners understand where chatbots fit, how they interact with customers, and how to combine automation with a human touch. Participants will see real examples of chatbots in use.

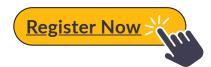




Why This Course Matters

- Builds awareness of what chatbots can and cannot do.
- Shows how chatbots can support communication and reduce workload.
- Positions Al as a support tool that enhances, not replaces, human service.

Who Should Attend





Office Administrators



Coordinators and Dispatchers



Supervisors and Team Leads



Training & Onboarding staff

COURSE SYLLABUS



Learners will explore what chatbots are, how they function, and where they can add value in small business operations.

) Syllabus

- 1. Understand what chatbots are and how they work.
- 2. Explore real examples of small business chatbots.
- 3. Identify benefits, risks, and limits.
- 4. Learn how to automate FAQs
 - 5. Review chatbot options for customer service and training
 - 6. Build confidence using AI responsibly in customer communication.

What You'll Learn

- What AI chatbots are and how they work
- Common small business uses for chatbots
- Benefits and limitations of AI chat
- When to switch from chatbot to live support.
- How to track and measure chatbot success.

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