

AI Chatbots 101



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Course Description

Are AI chatbots right for my business? AI 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.

Learning Tracks

Technical

Admin

Documentation

Compliance

Training

AI



Why This Course Matters

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

Who Should Attend

Register Now



Office
Administrators



Coordinators and
Dispatchers



Supervisors and
Team Leads



Training &
Onboarding staff

COURSE SYLLABUS

Course Overview

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

What You'll Learn

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

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.

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