

GENERATIVE AI: BUSINESS PROCESS AUTOMATION



Course Introduction

The program provides participants with essential knowledge and practical insights into using generative and agentic AI to drive business transformation and improve productivity. It introduces accessible low-code and no-code tools that enable efficient automation without requiring extensive technical skills, while also building participants' ability to identify, evaluate, and apply AI solutions within their own organizational processes. In addition, the program emphasizes the importance of adopting AI in a responsible and secure manner, with a strong focus on ethical considerations, data privacy, and governance.

Training Administrative Details:



Venue

SHRDC, Shah Alam



Duration

7 Days



Time

9-5 pm



HRDF Claim

YES

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RM6,480 /pax

Standard Price

RM3,240* /pax

*AMEICC Subsidy available for an employee of a Japanese organisation or supplier of a Japanese company

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Course Content

DAY	CONTENT
Day 1	<ul style="list-style-type: none"> • Welcome and course introduction • Overview of Artificial Intelligence (AI) • Exploring AI models and capabilities • Introduction to Generative AI and AI Agent's competitive advantage • Introduction to low-code Generative AI tools: features and advantages • Hands-on 1: Build an internal chatbot to answer questions
Day 2	<ul style="list-style-type: none"> • Introduction to Google Workspace API and AI integrations • AI-powered business automation and workflow optimization • Hands-on 2: Automate appointment scheduling • Hands-on 3: Automate document data extraction (continued)
Day 3	<ul style="list-style-type: none"> • Introduction to RAG (Retrieval-Augmented Generation) and vector storage • Installation and configuration of vector databases • Hands-on 4: Create an AI application using RAG and vector database (continued)
Day 4	<ul style="list-style-type: none"> • Introduction to web data extraction with AI and ethical considerations • Installation and configuration of vector database (continued) • AI-powered market analysis • Hands-on 5: Extract and analyze industry market and product data • AI-powered insights and decision-making
Day 5	<ul style="list-style-type: none"> • Development of AI Agents based on business operational needs • AI Agent response fine-tuning • Individual project presentations • Roundtable discussion: Steps to develop an effective Generative AI implementation plan and potential challenges
Day 6	<ul style="list-style-type: none"> • Project Scoping • Workflow architecture design • Workflow architecture configuration and setup • Workflow automation development
Day 7	<ul style="list-style-type: none"> • Workflow automation testing • Workflow automation verification • Final Project Presentation



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GENERATIVE A.I.
INNOVATION HUB
by the Malaysian Smart Factory 4.0

Training Methodology

The program applies a combination of interactive lectures, guided demonstrations, and experiential learning activities to ensure deep understanding and engagement.

- Lectures & Discussions: Introduce foundational AI concepts, frameworks, and applications in business contexts.
- Hands-On Exercises: Practical exposure to AI tools and low-code platforms to explore automation capabilities.
- Case Studies: Real-world examples of AI-driven business process improvement.
- Group Work: Collaborative analysis and brainstorming of potential AI adoption use cases.
- Action Planning: Participants will outline initial AI adoption ideas relevant to their workplace.

Learning Outcomes

By the end of the program, participants will be able to:

- Understand the fundamentals and practical applications of AI and Generative AI.
- Build and deploy AI-powered solutions such as chatbots and automated workflows.
- Integrate AI with business tools and extract actionable insights from data.
- Implement RAG and vector database technologies for AI applications.
- Develop, fine-tune, and manage AI Agents for business operational needs.
- Plan and execute an effective Generative AI strategy, considering ethical and operational challenges.

Why Attend This Program

This training builds the workforce capability to lead Digital (DX) and Green Transformation (GX) by integrating IoT-based utilities monitoring with data-driven decision-making and sustainable operations. Through hands-on projects, participants apply practical solutions that enhance productivity, resource efficiency, and carbon reduction, ensuring measurable impact and long-term competitiveness for their organizations.