

KOENIG SOLUTIONS • COURSE OUTLINE

Use AI for Innovation - Explore Tools and Functionalities in Azure OpenAI Service and Azure AI Search

Learn to apply Azure OpenAI Service and Azure AI Search to enhance non-profit operations, donor engagement, and knowledge management.

1 Hour

DURATION

4

MODULES

31

TOPICS

COURSE OVERVIEW

This session is designed to provide non-profit professionals with a comprehensive understanding of Artificial Intelligence (AI) and its transformative potential for the sector. The session will cover the importance of AI in enhancing donor engagement, automating tasks, improving decision-making, and scaling impact with limited resources. It will also introduce key AI concepts, such as Machine Learning (ML), Natural Language Processing (NLP), and Generative AI, with a focus on practical applications for non-profits. The session will delve into Azure OpenAI Service and Azure AI Search, exploring their features, use cases, and integration possibilities. Attendees will leave with actionable insights on how to leverage AI responsibly to optimize operations, improve accessibility, and drive greater impact.

Who Should Attend

Non-profit leaders and executives seeking to understand how AI can enhance their organization's impact

Fundraising and donor engagement professionals interested in leveraging AI for donor outreach and retention

Program managers and operations staff looking to automate repetitive tasks and improve resource allocation

Data analysts and IT professionals in non-profits who want to explore AI-driven tools for data management and decision-making

Communications and marketing teams aiming to streamline content creation and multilingual outreach

Volunteer coordinators exploring AI-powered tools for volunteer support and engagement

LEARNING OBJECTIVES

- Explain the importance of AI in enhancing donor engagement
- Describe how AI automates repetitive non-profit tasks
- Identify key AI concepts such as ML, NLP, and Generative AI
- Describe the features and capabilities of Azure OpenAI Service
- Apply Azure OpenAI Service for content generation and translation
- Assess responsible AI considerations such as fairness and bias
- Describe how Azure AI Search differs from traditional search tools
- Apply Azure AI Search to build knowledge bases and discover data

COURSE SYLLABUS

4 Modules, 31 Topics

01

Introduction

PREREQUISITES

To get the most out of this session, participants should have:

- Basic understanding of non-profit operations: Familiarity with common challenges faced by non-profits, such as donor management, resource allocation, and program delivery.
- General awareness of technology trends: A high-level understanding of how technology can be applied to solve organizational challenges.
- Interest in AI and its applications: No prior technical expertise in AI is required, but a curiosity about how AI can be used in the non-profit sector is essential.
- Access to a computer and internet: For those who wish to explore Azure OpenAI Service or Azure AI Search further, having access to a computer with internet connectivity will be helpful.
- Openness to ethical considerations: A willingness to engage in discussions about responsible AI use, fairness, and transparency.

02

AI and Its Potential for Non-Profits

IMPORTANCE OF AI IN NONPROFITS

- Enhancing Donor Engagement and Fundraising
- Automating Repetitive Tasks
- Improving Data-Driven Decision-Making
- Enhancing Accessibility and Inclusivity
- Streamlining Content Creation
- Optimizing Resource Allocation
- Enhancing Search and Knowledge Management
- Scaling Impact with Limited Resources

KEY AI CONCEPTS

- Artificial Intelligence (AI)
- Machine Learning (ML)
- Natural Language Processing (NLP)
- Large Language Models (LLMs)
- Generative AI
- Predictive Analytics
- Responsible AI
- Model Fine-Tuning
- Sentiment Analysis

03

Overview of Azure OpenAI Service

WHAT IS AZURE OPENAI SERVICE?

- Definition and key features
- Overview of models like GPT-4 and their capabilities

KEY USE CASES FOR NON-PROFITS

- Content generation (e.g., emails, reports, social media posts)
- Summarization of long documents
- Translation for multilingual communication
- Chatbots for donor and volunteer support

RESPONSIBLE AI CONSIDERATIONS

- Ensuring fairness, transparency, and ethical use
- Avoiding bias in AI-generated content

04

Overview of Azure AI Search

WHAT IS AZURE AI SEARCH?

- Definition and key features
- How it differs from traditional search tools

KEY USE CASES FOR NON-PROFITS

- Searching through large document repositories (e.g., grant applications, donor records)
- Building knowledge bases for staff and volunteers
- Enhancing data discovery and accessibility

INTEGRATION WITH OTHER AZURE SERVICES

- How Azure AI Search works with Azure OpenAI Service and other tools

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

FLEXIBLE DELIVERY

Learn the Way That Suits You

Classroom Training

Live Online Classes (ILO)

Fly-Me-A-Trainer (FMAT)

Flexi (Self-Paced)

1-on-1 Training

Ready to Get Started?

Talk to a learning advisor about schedules, group training and customised delivery.

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✉ info@koenig-solutions.com