

Exercise 1: Sort the words into categories.

machine learning | customer service | cybersecurity | virtual assistant | automation
chatbot | decision-making | data analysis | marketing

AI Processes

Business Functions

AI Applications

Exercise 2: Fill in the gaps with appropriate words

Raj: Hey Sofia! Have you heard about the new AI (1)_____ our company's (2)_____?

Sofia: Oh yeah! I'm really excited about the (3)_____ (4)_____ for (5)_____ service.

It's gonna make everything so much smoother!

Raj: Definitely! The (6)_____ are already handling basic inquiries, and they're (7)_____ from each interaction.

Sofia: That's amazing! I heard they're also using (8)_____ (9)_____ for (10)_____ analysis. Pretty cool, huh?

Raj: Absolutely! And get this - they're implementing (11)_____ (12)_____ to handle all the data securely.

Sofia: Hmm.... but aren't you worried about (13)_____ with all this (14)_____?

Raj: Ah..not really. They've got really strong (15)_____ protection systems in place.

Sofia: OK! That's good to know! And I love how AI helps with (16)_____ nowadays.

Raj: Me too! The (17)_____ (18)_____ tools have really improved our (19)_____.

Sofia: Seriously! It's (20)_____ how technology is transforming everything!

Exercise 3: Mark these statements True or False

1. The company is using virtual assistants for customer service.
2. Sofia is worried about cybersecurity issues.
3. The chatbots can learn from their interactions.
4. The company isn't using any cloud computing solutions.