

Leveraging AI Agents to Optimise Your Business

CONNECTION TECHNOLOGY 裝備未來
FUTURE SKILLS

Want a 10x productivity boost?
AI agents are the key.

Our hands-on workshop teaches you to **build AI agents that automate complex tasks**—from data analysis and inquiry handling to research, HR and marketing.

Designed for all backgrounds – no coding knowledge needed!
Enrol now!

Duration

6 Hours

Medium

Cantonese (supplemented with English terminology and handouts)

Course fee

Depends on number of participants, duration, venue and course content

Target audience

Basic understanding of Generative AI

Course objectives

- Distinguish AI agents from traditional AI automation.
- Build functional AI agents using low-code platforms to automate key business processes.
- Evaluate implementation considerations for AI agents, including data security, risk management, and cost-performance trade-offs.
- Develop a strategic framework for integrating AI agents into workflows.

Enquiry / Enrolment

Please contact our consultant for programme arrangement:

Ms Becky YU | Senior Consultant, HKPC Academy
+852 2788 5029 | beckyyu@hkpc.org

Course Content

1. Agentic AI Fundamentals

- A. Difference between AI Agents and Traditional AI
- B. Introduction to technical concepts: Generative AI, AI workflow & Agentic AI
- C. Business cases/ relevant news for inspiration

2. Guided Hands-on AI Agent Creation

- A. Generative AI/ LLM application and prompt framework [Hands-on]
- B. Platform Introduction (such as N8N, Dify.ai, Make.com) and Setup
- C. Building AI Agent (I) - Hands-on
 - **Intelligent Helpdesk Agent**
 - Automate responses to internal policy Q&A for staff and external FAQs
 - Implement escalation rules and knowledge base queries
 - **Data Analyst Agent**
 - Automate transformation of raw data into reports and actionable insights
 - **Research Architect Agent**
 - Synthesise complex information into structured proposals and briefs
- D. Building AI Agent (II) – Instructor-led Demo
 - **Recruitment Automator Agent**
 - Automate resume screening and intelligent interview scheduling
 - **Communications/Marketing Agent**
 - Generate and schedule social media content and public announcements
- E. Group Testing and Review
 - Pair and test agents within groups
 - Peer feedback and optimisation suggestions

3. Implementation Tips and Considerations

- A. Analysis of AI Agent pros and cons
- B. Data Security: Anonymisation techniques and secure API usage
- C. Risk Management: Human oversight protocols and failsafe mechanisms
- D. Technical considerations
 - Understanding platforms/tools: On-premise vs Cloud-based solutions
 - Cost vs Performance trade-offs

4. Course Summary and Q&A

- A. Recap of key skills and concepts learned
- B. Open discussion to address various needs
- C. Resource recommendations for further learning and development

Enquiry / Enrolment

Please contact our consultant for programme arrangement:

Ms Becky YU | Senior Consultant, HKPC Academy
+852 2788 5029 | beckyyu@hkpc.org