



## 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!

Programme code	10018951-01
Date and time	21 May 2026 (Thu) 09:30 – 17:00
Venue	1/F, HKPC Building, 78 Tat Chee Avenue, Kowloon, Hong Kong
Medium	Cantonese (supplemented with English terminology and handouts)
Course fee	HK\$3,000/HK\$2,700* *Group discount for 2 or more
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.

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## 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

## Trainer's Profile

### Kit WONG

Graduated from the City University of Hong Kong. With 15+ years of experience, Kit helps businesses thrive through AI, cloud, and digital marketing solutions. He's a skilled developer, consultant, and trainer, delivering engaging Generative AI x ChatGPT workshops for diverse audiences, from government, property, to finance Sectors. His expertise empowers participants to implement AI solutions and achieve operational excellence.

### Matt YIU (Co-trainer)

Matt is an accomplished software engineer with a proven track record of optimising cloud systems for operational efficiency. He holds a Master of Philosophy degree in Computer Science and Engineering, bringing a deep understanding of complex technical concepts to his training sessions. Matt's expertise ensures participants gain valuable insights and practical skills in utilising AI-powered tools.

## Award of Certificate

A Certificate of Attendance will be awarded to participants who have completed the course.

## Enrolment method

1. Scan the QR code to complete the enrolment and payment online. OR
2. Mail the crossed cheque with payee name "Hong Kong Productivity Council" (in HK dollar) and the application form to: HKPC Academy, Hong Kong Productivity Council, 1/F, HKPC Building, 78 Tat Chee Avenue, Kowloon (attention to Ms Fannie KWOK).  
Please indicate the course name and course code on the back of the cheque and envelope. OR
3. Visit the registration counter of HKPC Academy, Hong Kong Productivity Council (1/F, HKPC Building, 78 Tat Chee Avenue, Kowloon) to enrol and settle the course fee.  
Office hours: Monday to Friday 09: 00 - 18: 00



<http://u.hkpc.org/b9t>