GNS-AI PRIVATE EMPLOYER TRAINING · COURSE OUTLINE

Proactive AI Operations & Agentic Workflow Automation

FORMAT

16 live hours (4 sessions x 4 hours), live and instructor-led

COHORT

Up to 20 employees from one organization

PRIVATE FEE

$20,000 per employer cohort (private employer cohort fee, not per seat)

CREDENTIAL

GNS-AI certificate of successful completion

WHO IT IS FOR

Operations, customer service, administrative process, and business-system teams.

SKILLS EMPLOYEES PRACTICE

- Map handoffs
- Build supervised alerts
- Test changes against manual processing
- Configure scheduled/event-triggered AI assistance
- Route exceptions for human approval

EXAMPLE EXERCISE

Employees map a delayed request across teams and build a supervised alert and escalation workflow using synthetic records.

SESSIONS

Session 1. Workflow map and cost signals

Session 2. Data preparation and triggers

Session 3. Prototype follow-up/alert/triage

Session 4. Test edge cases and monitoring

INSTRUCTOR

Dr. Amit K. Shah, Ph.D., Founder and CEO of GNS-AI. Healthcare data science and AI leadership, including Abbott Diagnostics and Apricity Health. Ph.D. in Biomedical Engineering.

ETIP

Eligible Illinois employers may qualify for reimbursement of up to 50% of eligible training costs through ETIP. Employer approval is handled through the Chicagoland Chamber of Commerce before the training begins.

Exercises use representative or synthetic examples. Request a proposal at www.gnsai.com/training/proactive-operations/