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## Artificial Intelligence (AI)

### Artificial Intelligence

A field of study which determines ways of engineering a computer, a computer-controlled robot, or a software think intelligently, similarly to how humans are capable to think. It includes includes many disciplines, including those that study how human brain works, our learning, decision capabilities and behavior while trying to solve a problem.

### Agentic AI

Agentic AI refers to [artificial intelligence](#) systems that exhibit a level of autonomy and the ability to take independent actions to achieve specified goals or objectives. These systems can make decisions, learn from their environment, and act in ways that are not explicitly programmed, often resembling a form of intelligent agency.

### AI Model

A mathematical representation or framework that [AI](#) systems use to understand, interpret, and process data to make predictions, decisions, or perform tasks. AI models are constructed through various techniques such as [machine learning](#), [deep learning](#), and statistical methods.

### AI Prompt

A specific input or set of instructions provided to an [artificial intelligence](#) system, typically in the form of text, to guide its response or generate output. It serves as a query or command that prompts the AI to perform a particular task or provide information based on its training and capabilities.

### AI Simulation

AI simulation involves the use of [artificial intelligence](#) to model and simulate real-world scenarios, environments, or processes. It enables the testing, training, or analysis of AI systems in a controlled, virtual setting, allowing developers to assess performance, identify potential issues, and improve the algorithms before deploying them in the real world. AI simulation finds applications in various fields, including autonomous vehicles, robotics, and training models for complex tasks.

### AI Token

A unit of data that contains specific information. AI tokens are often used in the tokenization process to represent distinct elements such as words, subwords, or features within a dataset. They play a crucial role in tasks like [natural language processing](#) and [machine learning](#).

### Amazon Bedrock

A fully managed service that offers a choice of high-performing foundation models from top AI companies, as well as a broad set of capabilities to build and scale [generative AI](#) applications.

### Augmented Analytics

Augmented Analytics refers to the use of [artificial intelligence](#) and [machine learning](#) technologies to improve [data analytics](#) processes. It aims to automate data preparation, insight discovery, and sharing, making analytics more accessible to non-technical users and improving overall decision-making.

### Autonomous AI

Autonomous AI refers to [artificial intelligence](#) systems that can function and make decisions independently of human intervention. These systems are designed to perceive their environment, analyze data, and take actions to achieve specific goals or objectives without continuous human oversight.

### Auto-classification

In [artificial intelligence](#), auto-classification refers to the automatic categorization or grouping of data based on specific characteristics, features, or criteria, which occurs without human intervention. It involves using [machine learning algorithms](#), statistical methods, or other AI techniques to analyze and classify data into predefined categories or classes.

### C3 AI

A leading enterprise [AI](#) software provider that helps businesses build enterprise-scale AI applications and accelerate their digital transformations. C3 AI's portfolio can be divided into three pillars that constitute a complete enterprise AI suite: AI apps, dev tools, and an integrated AI platform.

### Causal AI

A branch of [artificial intelligence](#) that seeks to understand and model cause-and-effect relationships within data, allowing for more nuanced and insightful analysis by identifying the impact of variables on outcomes rather than just correlations. Organisations use causal AI technology to help explain decision making and its causes.

### Chatbot

A computer program designed to simulate conversation with human users, especially over the internet. It uses [natural language processing](#) to understand and respond to user queries, providing an interactive and automated communication experience.

### Chorus.ai

A conversation intelligence platform designed to help sales teams improve their performance through [AI](#)-powered insights derived from sales conversations. It leverages [ML](#) algorithms to analyze sales calls, meetings, and other customer interactions, providing valuable insights and recommendations to sales representatives and managers.

### Cognitive Computing

Cognitive computing (CC) refers to systems that aim to simulate human thought processes using [artificial intelligence](#), [machine learning](#), and [natural language processing](#) to enhance decision-making and problem-solving capabilities.

### Context Awareness

Context awareness refers to the ability of a system, device, or application to understand and respond to the situational context in which it operates. This context may include various factors such as the user's location, preferences, activity, environment, and social interactions.

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prevent overfitting and improves the robustness of machine learning models.

#### Edge AI

Edge AI works by deploying [artificial intelligence](#) algorithms and processes directly on devices at the edge of the network, such as smartphones, [IoT](#) devices, edge servers, and other [embedded systems](#).

#### Salesforce Einstein

[AI](#) technology integrated into the Salesforce Customer Relationship Management ([CRM](#)) platform. It enables businesses to leverage AI capabilities to make smarter decisions, automate processes, and personalize customer experiences.

#### Ethical AI

Ethical AI refers to the development and deployment of [artificial intelligence](#) systems in a manner that aligns with ethical principles, societal values, and human rights. It encompasses the responsible use of AI technologies to minimize potential harm, maximize benefits, and uphold fairness, transparency, accountability, and privacy.

#### Expert Systems

Computer programs that emulate the decision-making ability of a human expert in a particular field or domain. They are a type of [artificial intelligence \(AI\)](#) system designed to provide specialized knowledge, reasoning, and problem-solving capabilities.

#### Explainable AI

Explainable AI, or XAI for short, refers to [artificial intelligence](#) systems and models that are designed to provide clear and understandable explanations for their decision-making processes, enabling humans to interpret and trust the results. The goal of XAI is to increase transparency and accountability in AI applications, allowing users to better understand how and why AI systems make certain decisions.

#### Gemini

An advanced [AI](#) model developed by Google. Gemini is notable for its ability to comprehend not only text but also images, videos, and audio. This multimodal capability enables Gemini to excel in a variety of tasks, including complex problem solving in mathematics and physics, and proficiently generating high-quality code across programming languages, with current accessibility through [Google Bard](#) and Google Pixel 8 integrations.

#### Generative AI

Generative AI (GenAI) refers to a subset of [artificial intelligence](#) that focuses on creating content, such as text, images, or even music, using algorithms and [machine learning](#) models. It can generate content that is often highly creative and resembles human-generated content, making it useful for various applications like content generation, art creation, and more.