

# AI Innovators Network-Glossary of Acronyms V1.2

**AI** – Artificial Intelligence. It refers to the simulation of human-like intelligence processes by machines, such as computer systems.

**CRM** – Customer (or Constituent) Relationship Management. It refers to a software solution that manages customer and prospect information while tracking the customer journey,

**HCM** – Human Capital Management. It refers to the process an organization uses to recruit, manage, develop, or optimize employees to improve workforce productivity.

**ML** – Machine Learning. This is a subset of AI that focuses on enabling computer systems to learn and improve from experience automatically.

**API** – Application Programming Interface. An API serves as a bridge that allows different software applications to communicate with each other, enabling them to exchange data, features, and functionality,

**ERP** – Enterprise Resource Planning. It refers to a type of software that organizations use to manage day-to-day business activities such as accounting, procurement, project management, risk management, compliance, and supply chain operations.

**LLM** – Large Language Models. These models are notable for their ability to achieve general-purpose language generation and other natural language processing tasks, such as classification.

**RAG** – Retrieval-Augmented Generation. This is a technique used to enhance the accuracy and reliability of generative AI models by incorporating facts from external sources. Specifically, it bridges the gap in how LLMs operate.

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**Deep Learning (DL):** A subset of ML that uses neural networks with many layers (deep networks) to analyze various factors of data. DL is used for more complex tasks like image and speech recognition.

**Natural Language Processing (NLP):** A branch of AI that focuses on the interaction between computers and humans through natural language. The goal is to enable computers to understand, interpret, and respond to human languages in a useful way.

**Reinforcement Learning (RL):** A type of ML where an agent learns to make decisions by performing actions in an environment to achieve the highest cumulative reward. This method is inspired by behavioral psychology.

**Unsupervised Learning:** An ML approach where the model is trained on unlabeled data and must infer the natural structure present within a set of data points. Common techniques include clustering and association.

**Neural Network:** A series of algorithms that attempt to recognize underlying relationships in a set of data through a process that mimics the way the human brain operates. Neural networks can adapt to changing input and are used in a variety of applications including pattern recognition and classification.

**Computer Vision:** A field of AI that enables computers to interpret and make decisions based on visual data from the world. This includes the ability to process images and videos to extract meaningful information.

**Supervised Learning:** An ML approach where the model is trained on a labeled dataset, meaning that each training example is paired with an output label. The model learns to predict the output from the input data.

**Semi-Supervised Learning:** A hybrid approach of supervised and unsupervised learning, where the model is trained on a small amount of labeled data and a large amount of unlabeled data.

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**Transfer Learning:** A technique in ML where a model developed for a particular task is reused as the starting point for a model on a second task. It leverages pre-trained models to save time and resources.

**Explainable AI (XAI):** Techniques and methods in AI that allow humans to understand and trust the results and output created by machine learning algorithms. XAI aims to make the decision-making process of AI models more transparent and interpretable.

**CRM:** You can add that CRM systems often include features for sales force automation, marketing automation, and customer service.

**Robotics:** This field combines engineering and AI to design, build, operate, and apply robots. While not strictly an AI term, it's a significant area where AI is used.

**Bias and Fairness in AI:** Bias in AI refers to systematic and unfair discrimination against certain individuals or groups. Ensuring fairness involves detecting, mitigating, and preventing biases in AI models to ensure equitable outcomes for all users.

**Ethical AI:** The practice of designing and deploying AI systems that are fair, transparent, accountable, and aligned with human values. It involves addressing ethical concerns such as privacy, bias, and the impact of AI on society.

**Natural Language Generation (NLG):** This is the ability of a computer to generate human-like text in response to a given prompt or question. It's closely related to NLP.

**Generative AI:** This refers to AI models that can create new data, like images, text, or music. RAG is a technique used in generative AI.