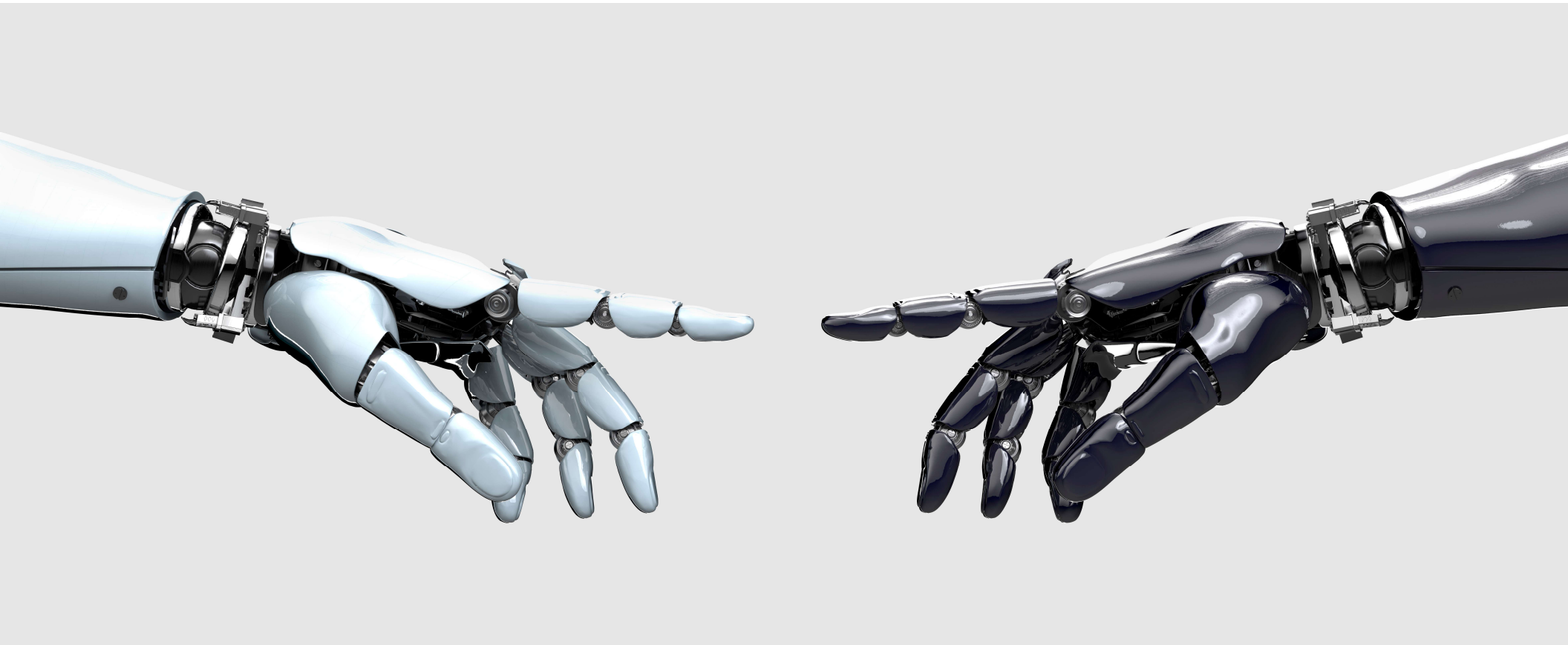




AI is more than LLMs: Choosing the right AI for your needs.

SAM GOMEZ

Microsoft MVP.

Head of AI at Geneca.

Husband, dad, soccer fan.



Socials



Agenda

01

The AI “flavors”

02

Use cases

03

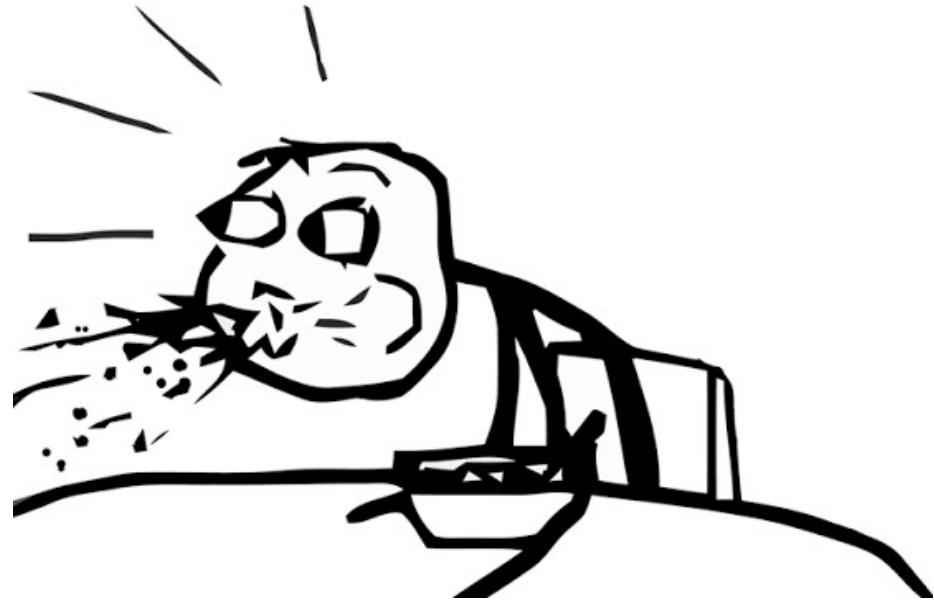
Demo



But first...

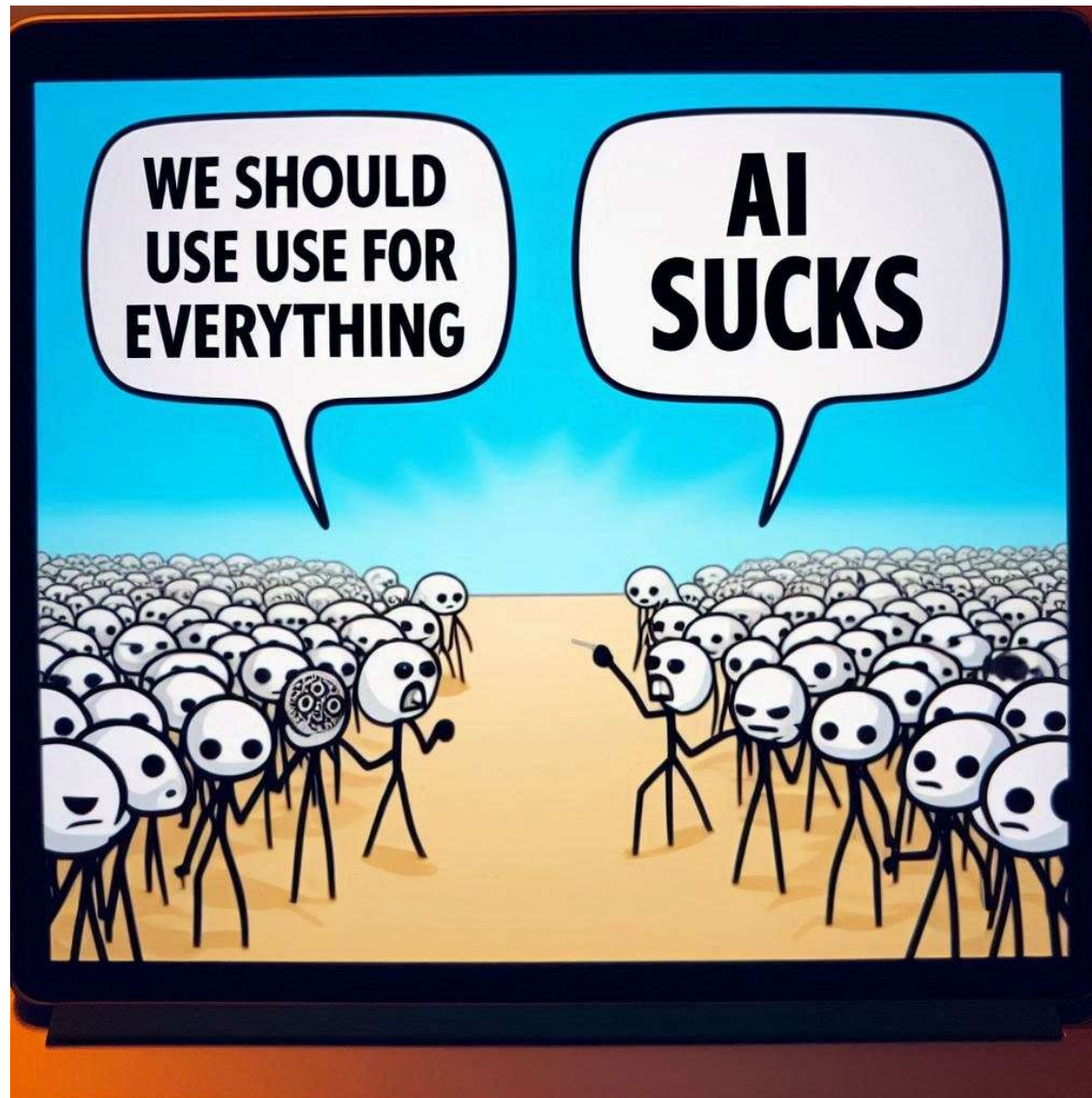


ChatGPT



2022







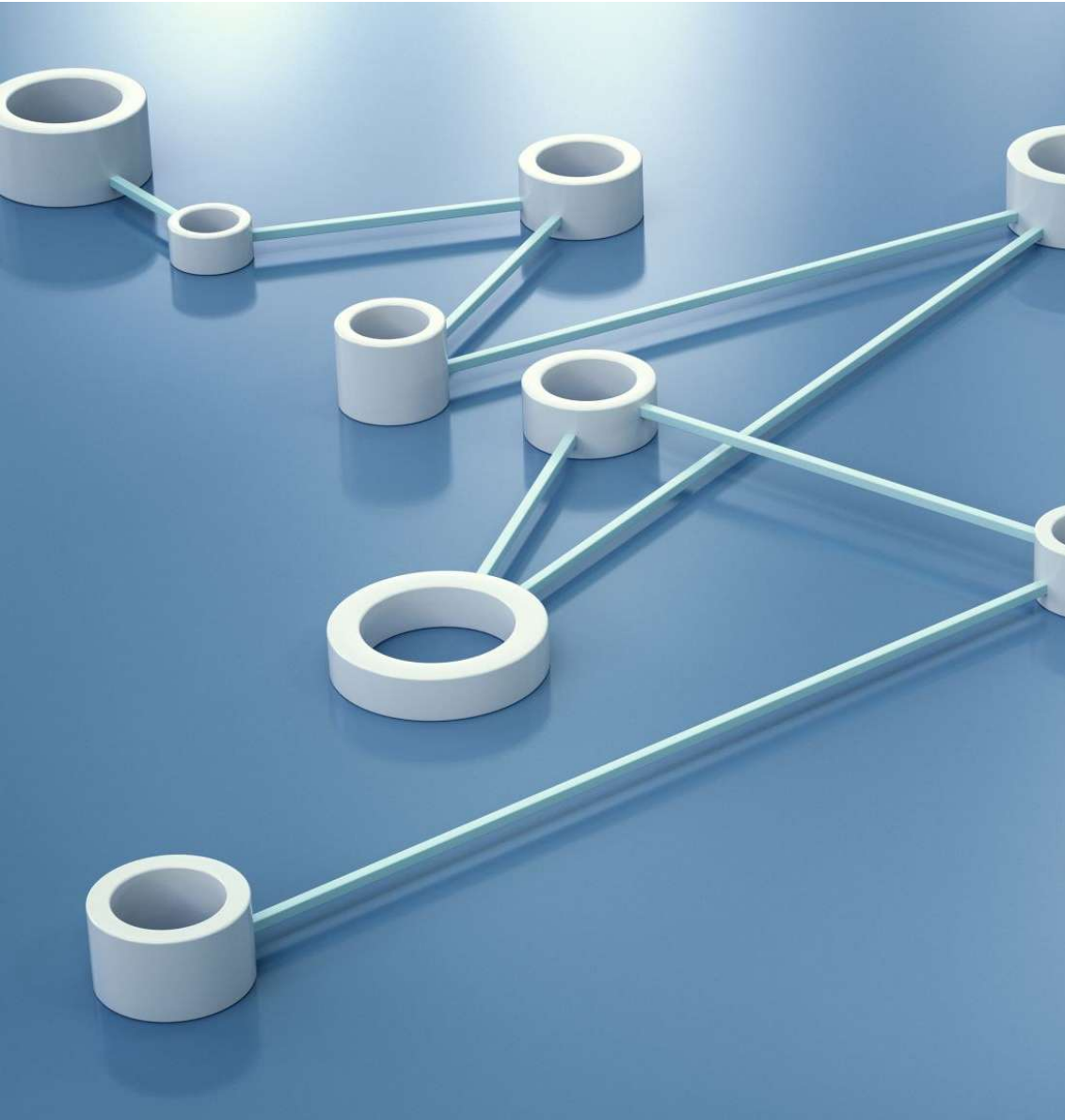
amazon



alexa

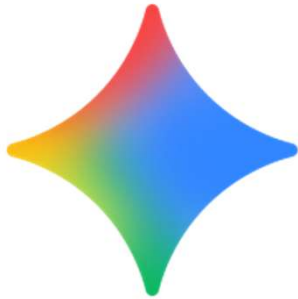


AI is a tool

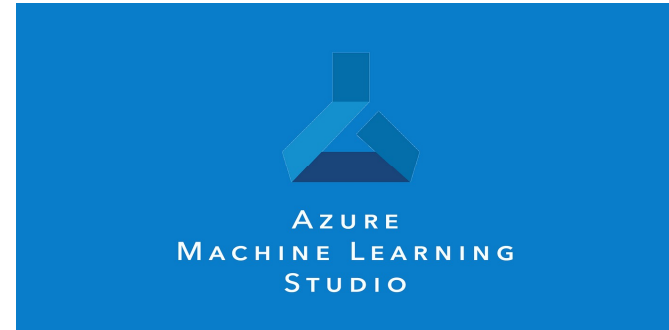


**The AI
“flavors”.**

Machine learning



Gemini Enterprise Agent Platform



Amazon SageMaker

Use when:

- **Prediction or classification based on existing data.**
- **Need to train a custom model.**
- **Have control over model.**

Considerations:

- **Enough data available.**
- **Data science experience might be required.**
- **Infrastructure / maintenance**

Pre-built, non-generative models.



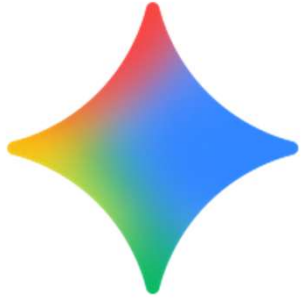
Use when:

- **Scenarios include:**
 - **OCR.**
 - **Text to speech.**
 - **Speech to text.**
 - **Video analysis.**
 - **Translation.**
 - **Language.**

Considerations:

- **Easy to implement.**
- **Limited customization options.**
- **New API versions / services.**

Generative AI.



Gemini Enterprise Agent Platform



Microsoft Foundry

Use when:

- **Need to generate new content based on existing data.**
- **More complex "reasoning" involved.**

Considerations:

- **Responses are limited to data available.**
- **Responses can vary even with the same input provided.**
- **Requires other infrastructure to provide relevant information.**

Assistants / Copilots.



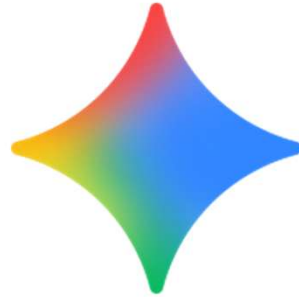
Use when:

- **Need assistance performing specific tasks.**

Considerations:

- **Licensing.**
- **Limited to underlying model.**

Agents.



Gemini Enterprise Agent Platform



Microsoft
Agent Framework



Microsoft Foundry



LangGraph



Amazon Bedrock
AgentCore

Use when:

- **Need to automate tasks using dynamic reasoning.**

Considerations:

- **New technology, constantly changing.**
- **Observability / evaluations are critical.**



Use cases.

Climate control system.



Scenario.

Build a system that controls temperature and humidity in different areas of a museum.

Considerations.

Use sensor inputs to predict the next temperature value.

Museum areas have different conditions.

Machine learning.

Invoice processing.



Scenario.

Extract information from invoices and store it in accounting system.

Considerations.

OCR already implemented, need to replace with more efficient solution.

No additional processing required.

Some invoices have custom fields.

Document Intelligence API.

Survey processing.



Scenario.

Extract responses to survey questions.

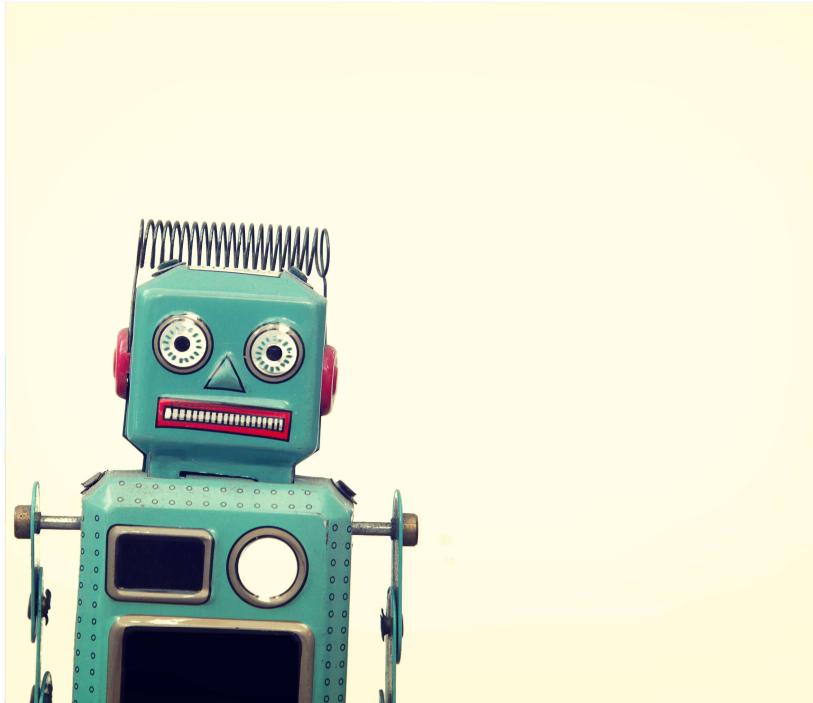
Considerations.

Forms follow a specific format.

Simple workflow, extract data and store in existing database.

Content Understanding API.

Tenant chatbot.



Scenario.

Chatbot that will answer questions and help tenants enter maintenance requests.

Considerations.

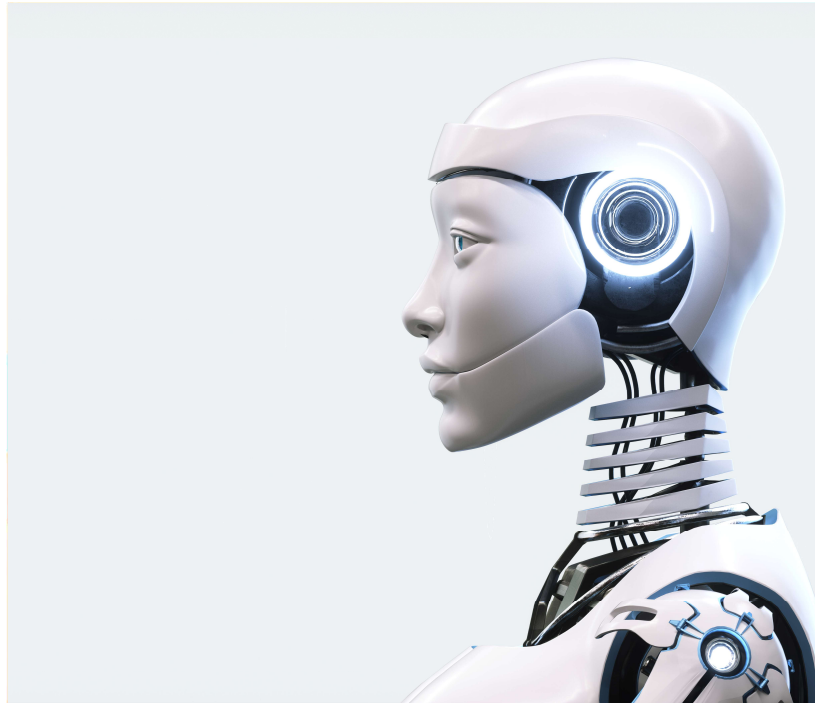
Only answer certain questions.

Requirements changed after bot was tested, more "human" answers were requested.

Work order sites are building specific.

Generative AI.

Internal chatbot.



Scenario.

Chatbot that will answer employee questions using company documentation.

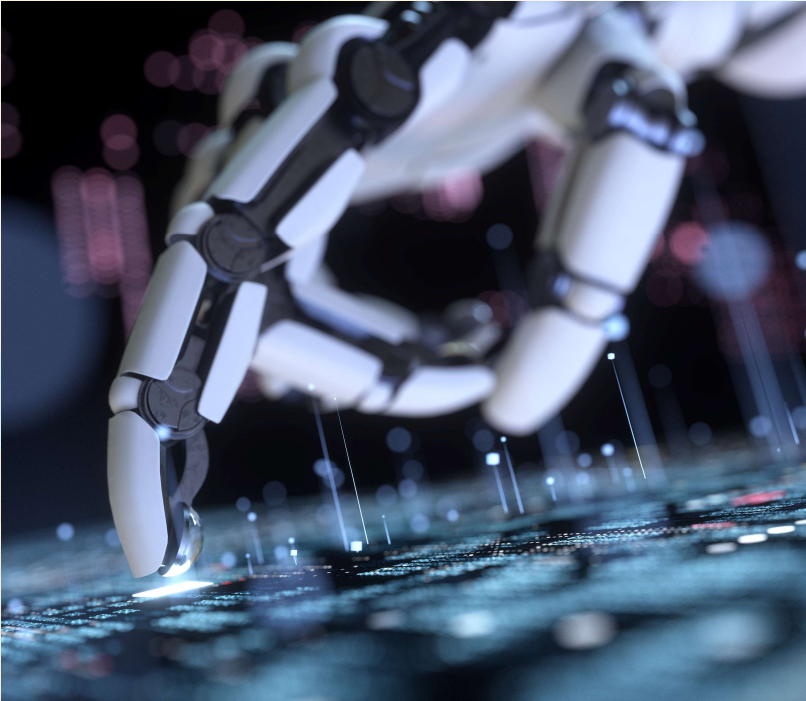
Considerations.

Chatbot should only answer questions about documents an employee has access to.

Copilot already used in the organization.

Copilot.

Automated ticket processing.



Scenario.

Need to process Zendesk tickets in an automated fashion.

Considerations.

Hand over to human agent if needed.

Need to check multiple systems to make determination.

Generate suggested responses if human agent needs to reach out to other teams.

AI agent workflow.

“ Let this code compile,

In not an hour, but a little while.

Allow this application to run with speed and zest,

as this will keep users glued to my test.

If my code blows up in my face,

do it with style and grace.

And last but not least, when all is said and run,

let thy requirements have been correctly done.

References

- Microsoft foundry: <https://azure.microsoft.com/en-us/products/ai-foundry>
- Azure Machine Learning Studio: <https://azure.microsoft.com/en-us/products/machine-learning>
- Foundry Tools: <https://azure.microsoft.com/en-us/products/ai-foundry/tools>
- Microsoft Agent Framework: <https://learn.microsoft.com/en-us/agent-framework/overview/?pivots=programming-language-csharp>
- Amazon SageMaker: <https://aws.amazon.com/sagemaker/ai/>
- Amazon Bedrock: <https://aws.amazon.com/bedrock/>
- Google Cloud APIs: <https://cloud.google.com/ai/apis>
- Gemini Enterprise Agent Platform: <https://docs.cloud.google.com/gemini-enterprise-agent-platform>

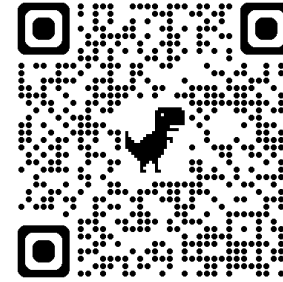


THANK YOU!

Socials



**Free
consultation.**



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