

Artificial Intelligence Technology

Cheat Sheet

Key Term	Definition
Artificial Intelligence (AI)	Any technology that exhibits intelligent behavior.
Machine Learning (ML)	A type of AI technology that learns to behave intelligently based on data/experience.
Supervised ML	When humans provide a training set of structured data that maps inputs to outputs, and the computer makes predictions about new inputs belonging to the provided outputs.
Deep Learning (Unsupervised ML)	When computers are fed structured or unstructured data and use their own logic to classify data. Outputs are not determined by a human.
Structured Data	Information that has been organized and labeled to train a machine. i.e.  = square
Unstructured Data	Information that isn't organized or labeled for machines to understand, such as freeform text.
Knowledge Base	A repository of structured or unstructured data that machines can draw from.
Natural Language Processing (NLP)	AI technology that uses algorithms to understand the meaning, or "intent" of language, and respond in a human-like way. Also called Natural Language Understanding (NLU).

Key Term	Definition
Conversational AI	AI that comprehends and engages in contextual dialogue by utilizing NLP and additional AI algorithms.
Scripting	Humans writing rules and phrases to manually author bot behavior. This low-level AI uses keyword matching to trigger pre-written responses.
Cognitive AI	High-level AI that uses machine learning algorithms and deep learning to resemble human cognition.



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