



AI Certification Program

AI + AGENT



Executive Summary

The AI+ Agent certification is designed to validate professionals' expertise in utilizing artificial intelligence tools and technologies to solve business problems. The certification covers key areas such as AI-driven decision-making, natural language processing, machine learning fundamentals, and AI application in various industries. Aimed at professionals seeking to advance their careers in AI, this certification equips individuals with the practical skills necessary for implementing AI strategies, optimizing workflows, and driving innovation. Achieving the AI+ Agent certification demonstrates proficiency in AI technologies, boosting credibility and enhancing job prospects in the rapidly evolving tech landscape.

Prerequisites

- **Basic Understanding of AI Concepts** – Familiarity with core AI principles.
- **Programming Knowledge** – Proficiency in Python or similar languages.
- **Data Analysis Skills** – Ability to interpret and manipulate datasets.
- **Problem-Solving Mindset** – Analytical thinking to address AI challenges.
- **Familiarity with Machine Learning** – Understanding basic ML algorithms and techniques.

Exam Blueprint

Number
of Questions

50

Passing
Score

35/50 or 70%

Duration

90 Minutes

Format

**Online via AI
Proctoring platform**

Question Type

**Multiple Choice/Multiple
Response**

Exam Overview

Module	Weight
Introduction to AI Agents	7%
Core Concepts and Types of AI Agents	15%
Tools for Non-Coders	15%
Building Simple Agents	15%
AI Agent Builder	12%
Integration, Application Mapping & Deployment	12%
Monitoring, Guardrails & Responsible AI	12%
Capstone Project – Design Your Own Intelligent Agent	12%
	100%

 AI CERTs®
The logo features a stylized 'AI' symbol followed by the text 'CERTs' and a registered trademark symbol. AI⁺
Agent™
The logo consists of the text 'AI+' in a large font above the word 'Agent' with a trademark symbol.

Certification Modules

A stylized graphic of a human head in profile, facing left, with a glowing blue digital brain and circuitry overlaying it. The background is dark blue with faint circuit patterns.

Module 1

Introduction to AI Agents

1.1 Understanding AI Agents

1.2 Anatomy and Ecosystem of AI Agents

1.3 Applications, Misconceptions, and Mini Case Studies

1.4 Case Study: Transforming Customer Support at Acme Retail with AI Agents

1.5 Hands-On Exercise 1: Build a Q&A ChatBot Using Gemini + Prompt + LLM Chain in Flowise Cloud

Module 2

Core Concepts & Types of AI Agents

2.1 Anatomy of an AI Agent

2.2 Classification of AI Agents

2.3 Matching Agents to Use Cases

2.4 Case Study: Enhancing Mental Health Support with AI Agents at Earkick

2.5 Hands-On Exercise

Module 3

Tools for Non-Coders

3.1 No-code and visual agent platforms

3.2 Tools Overview and Setup

3.3 Start building: “Your First Flow” with n8n

3.4 Case Study: Empowering HR with AI – Building an Onboarding Assistant Without Coding

3.5 Hands-on Exercise

Module 4

Building Simple Agents

4.1 Agent 1

4.2 Agent 2

4.3 Agent 3

4.4 Agent 4

4.5 Troubleshooting and Validation of AI Agents

4.6 Share Your AI Agent

4.7 Hands-On Exercise 1

Module 5

Multi-Tool Agents and Workflow Automation

5.1 Multi-Tool Agents

5.2 Agent Chaining and Workflow Basics

5.3 Managing Agent State: State, Context, and User Journey

5.4 Prompt Engineering for Agents

5.5 Multi-Agent Systems (MAS)

5.6 Case Study: Smarter Marketing Campaigns with Tool Chaining

5.7 Hands-on Exercise: Automating Order Tracking and Notifications with Make.com

Module 6

Integration, Application Mapping & Deployment

6.1 Deploying Agents

6.2 Channel Selection – Where the User will Interact

6.3 Hosting Environment – Where does the Agent Run?

6.4 Data Integration

6.5 Security Setup

6.6 Monitoring & Updates

6.7 Application Mapping

6.8 Hands-on Exercise 1: Integration of a Portfolio Assistant Chatbot into GitHub Pages using Zapier

Module 6

Integration, Application Mapping & Deployment

7.1 Observability Basics

7.2 Performance Evaluation: Key Metrics

7.3 Guardrails: Preventing Misuse & Ensuring Safe Outputs

7.4 Responsible AI

7.5 Mini-Case: Failure and Recovery in Agent Deployments

7.6 Real-world Failures

7.7 Peer Sharing: How to Present and Discuss Agent Logs/Results

Module 6

Capstone Project – Design Your Own Intelligent Agent

8.1 Capstone Project 1: Smart Personal AI Assistant

8.2 Capstone Project 2: Smart Lead Engagement - From Email to Personalized Outreach - Sales Support Agent

8.3 Capstone Project 3: Education Tutor Agent

8.4 HR Knowledge Bot

8.5 Customer Service Agent

8.6 Healthcare Triage Bot

Certification Outcome

Upon completing the AI + Agent course, learners develop a solid understanding of building and deploying intelligent agents using no-code/low-code tools. They are equipped with the skills to design AI-powered solutions for various real-world applications, such as personal assistants, customer support, and sales automation. Participants gain hands-on experience in integrating APIs, managing workflows, and applying responsible AI principles. This course prepares the learners to automate tasks, solve complex problems, and build scalable systems, empowering them to contribute effectively to AI-driven projects and innovations across diverse industries.



Market Insight

The demand for AI-driven automation is rapidly growing across industries, with businesses seeking to streamline operations and enhance customer experiences. The AI + Agent course equips learners with in-demand skills to build intelligent agents, positioning them for success in this expanding market.



Value Proposition

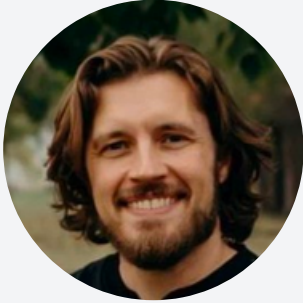
The AI + Agent certification provides learners with practical, hands-on experience in designing, developing, and deploying intelligent agents. With a focus on no-code/low-code tools, participants gain the skills necessary to create scalable, AI-powered solutions that drive automation, efficiency, and innovation in various industries.



Additional Features

The course offers learners access to real-world case studies, live demonstrations, and interactive exercises. Participants also benefit from guidance on responsible AI principles, troubleshooting techniques, and integration with popular platforms like Zapier, n8n, and Relevance AI, enhancing their practical knowledge.

AI Experts



Jason Kellington

AI Expert

As a consultant, trainer, and technical writer with more than 25 years of experience in IT, I specialize in the development and delivery of solutions focused on effective and efficient enterprise IT.



Justin Frébault

AI Expert

I'm a boutique data consultant specializing in data mesh and lakehouse solutions. I've dedicated my career to helping organizations transform their approach to data, moving beyond mere knowledge.



J Tom Kinser

AI Expert

I have over forty years of experience in software development, data engineering, management, and technical training. I am a Microsoft Certified Trainer and a software developer, holding multiple certifications.



Terumi Laskowsky

AI Expert

Country Manager for Global Consulting Services in Japan, Specialties: Information Security (Compliance, Policy, Application, Host, Network)



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