



# Appendix

These are the different kinds of AI you'll find in learning platforms and how they might display.

Kind of AI	What it is	Example LMS feature that uses it
<b>Natural Language Query (NLQ)</b>	The AI recognizes key words and executes commands based on those words. Queries must use exact language because it doesn't really 'understand' language.	"Ask a question" reporting, learner chat.
<b>Natural Language Input (NLI) and Natural Language Processing (NLP)</b>	AI understands natural text and is able to respond to it with either answers or analysis. Input does not need to match perfectly to be acted on.	Learner help/chat, semantic search, sentiment analysis of feedback, report creation or admin action based on plain-English inputs.
<b>Generative AI (e.g., LLMs)</b>	AI generates new output—text, images, music, video, and so on—by leveraging existing content in the model.	Auto-draft course outlines, lessons, quizzes, summaries/translations; voiceovers; repurpose docs/webinars into job aids.
<b>Machine Learning (recommendation models)</b>	ML models are trained on large sets of data to recognize patterns. It then leverages those patterns to take action on new input.	Personalized content recommendations; adaptive sequencing/learning paths.
<b>Predictive Analytics</b>	Predictive analytics use a variety of computational models, including machine learning, to analyze historical data and forecast future outcomes.	Risk flags for non-completion; skills-gap forecasting; impact forecasts for programs (often built with enterprise analytics using learning data vs. the LMS itself).
<b>Prescriptive Analytics</b>	Prescriptive analytics use a variety of computational models, including machine learning, to analyze historical data and outcomes in order to recommend optimal actions.	Next-best-action nudges for learners/managers; recommended remediation plans (often built with enterprise analytics using learning data vs. the LMS itself).
<b>Voice-to-Text (ASR)</b>	This algorithm converts spoken language into written text using pattern matching. While the AI may recognize the sound as a word, it can't actually understand or apply any meaning to it.	Auto-transcription of webinars, captions for videos, searchable transcripts.
<b>Computer Vision / Object Recognition</b>	These algorithms identify and classify objects within images or videos. It's commonly used in autonomous vehicles, security surveillance, and augmented reality.	Video-based skills checks; AR/VR practice with automated feedback.
<b>Robotic Process Automation (RPA)</b>	RPA automates repetitive, rule-based tasks by mimicking human actions on a user interface. While not AI, AI isn't needed everywhere. If the actions needed are consistent and don't require a level of AI reasoning, RPA works well.	Automated enrollments, reminders, certificate issuance, data syncs across HRIS/LMS.