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AI GLOSSARY

25+ PLAIN-ENGLISH TERMS FOR FRONTLINE HIRING

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Artificial intelligence is rapidly changing the way HR leaders hire, schedule, and retain frontline employees.

This AI glossary for HR defines the most important terms you need to understand when evaluating AI solutions for high-volume hiring. Each definition is explained in plain English and paired with real-world examples from frontline industries such as retail, logistics, hospitality, and healthcare. Whether you are exploring agentic AI, conversational AI, predictive analytics, or Fountain's Frontline OS, this guide will help you cut through technical jargon and see how AI can deliver faster, fairer, and more compliant hiring outcomes.

3 Ways to Use This Glossary

1. **Learn the Lingo**
   Understand AI terms in plain English without the jargon.
2. **See Real Examples**
   Every definition comes with a frontline hiring example so you can connect theory to practice.
3. **Apply to Your Strategy**
   Use these terms to evaluate vendors, improve processes, and communicate with your HR team.

Glossary Quick Navigation

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Agent Studio

Technical definition

A Fountain feature for creating, configuring, and launching custom AI agents.

Plain English

A workspace where you design AI helpers for specific HR and hiring tasks.

Frontline example

An HR team builds an agent to verify licenses, send reminders, and log compliance documents without manual effort.

Agentic AI

Technical definition

AI that can complete multi-step processes toward a goal without constant human input.

Plain English

AI that carries out entire workflows from start to finish while you keep oversight.

Frontline example

A retailer uses agentic AI to source, screen, and hire 200 seasonal workers in one week without manual scheduling.

AI Agent

Technical definition

An AI program designed to perform one process from beginning to end.

Plain English

A focused AI "employee" for a single job.

Frontline example

A scheduling agent finds available workers, confirms coverage, and updates the shift calendar automatically.

AI Orchestration

Technical definition

Coordinating multiple AI tools and processes so they work together.

Plain English

Making all your AI parts run as one connected system.

Frontline example

Predictive scheduling, job ad generation, and automated screening work together in a single hiring flow.

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