BOTS & HUMANS

WHY LIVING WITH BOTS IS INEVITABLE AND WHAT WE CAN DO ABOUT IT

THE TURING TEST

Alan Turing proposed that a human evaluator would judge natural language conversations between a human and a machine designed to generate human-like responses.

Since the 1950s, testing machine intelligence against our own has become the yardstick for artificial intelligence.

Bots are getting better at the game

1997

IBM's chess-playing Deep Blue beat a world chess champion.

2011

IBM's Watson defeated two Jeopardy! champions.

2016

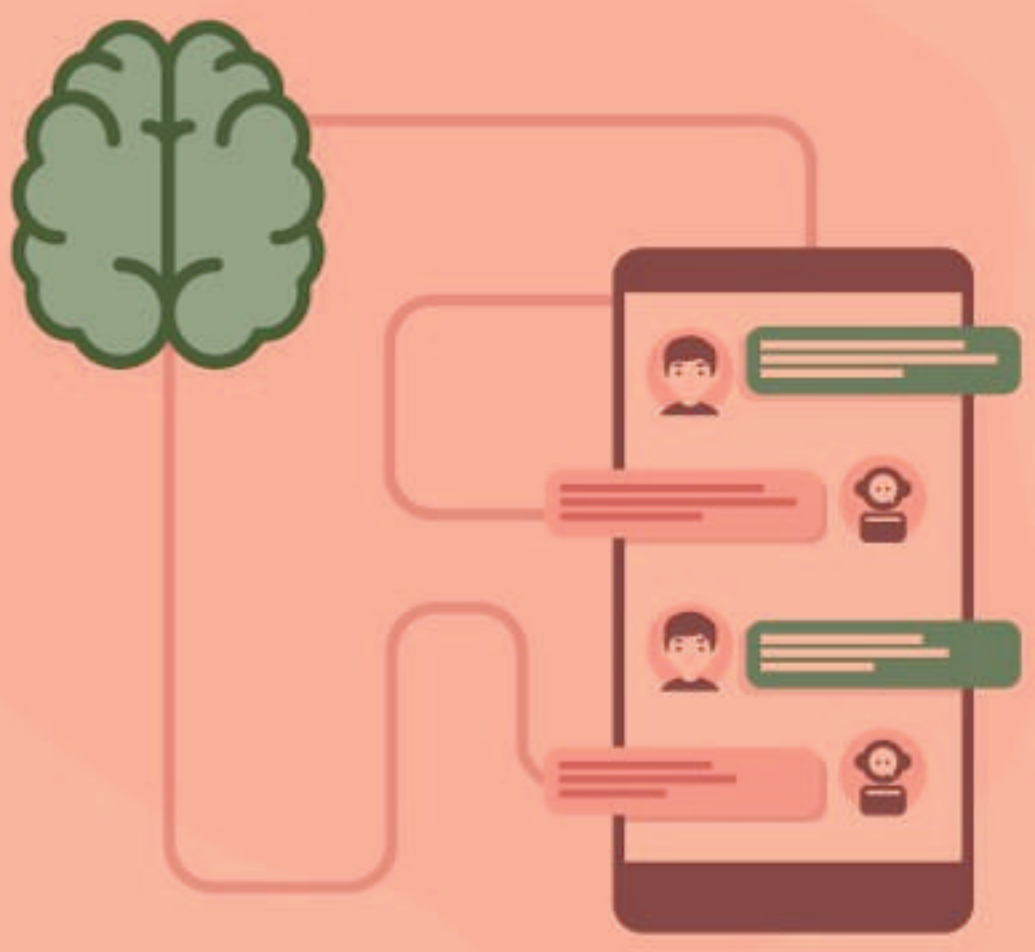
Google's AlphaGo defeated one of the world's best in the ancient Chinese game of Go.

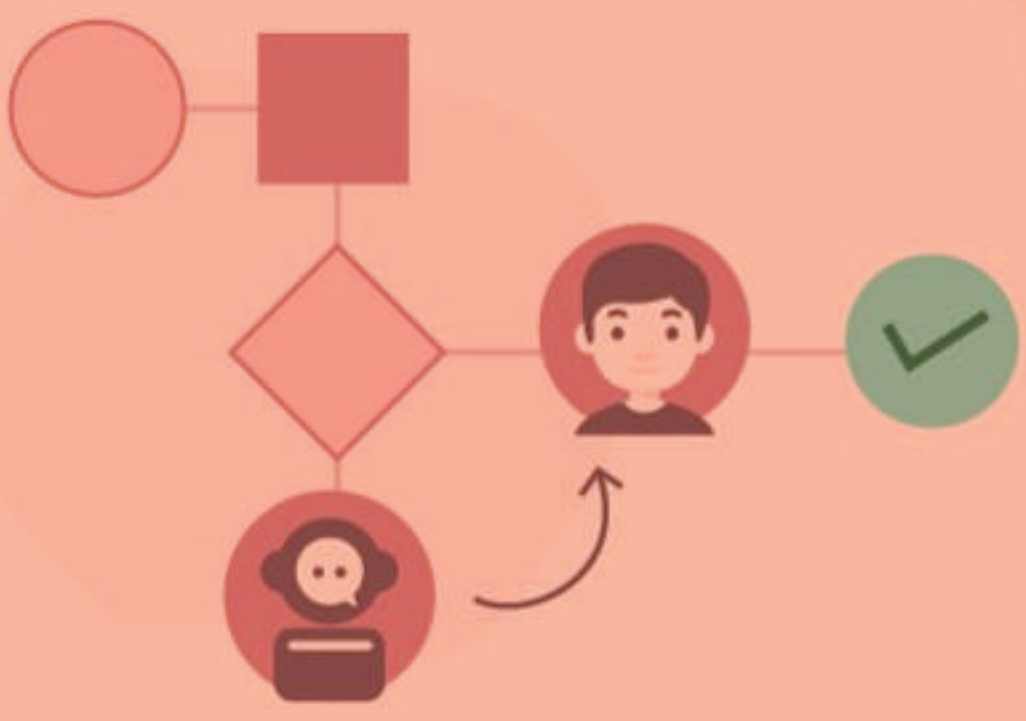
Bots aren't born smart

Chatbots, RPA and AI

Chatbots interact with human customers by giving them the required information and answering questions. Machine learning algorithms are used in making bots continuously become smarter with every conversation these bots do with the customers.

Robotic Process Automation or RPA demands systematic and organized data and usually works in the backend. To handle unstructured data and dynamic rule sets, Artificial Intelligence is required.





Collaborating with bots

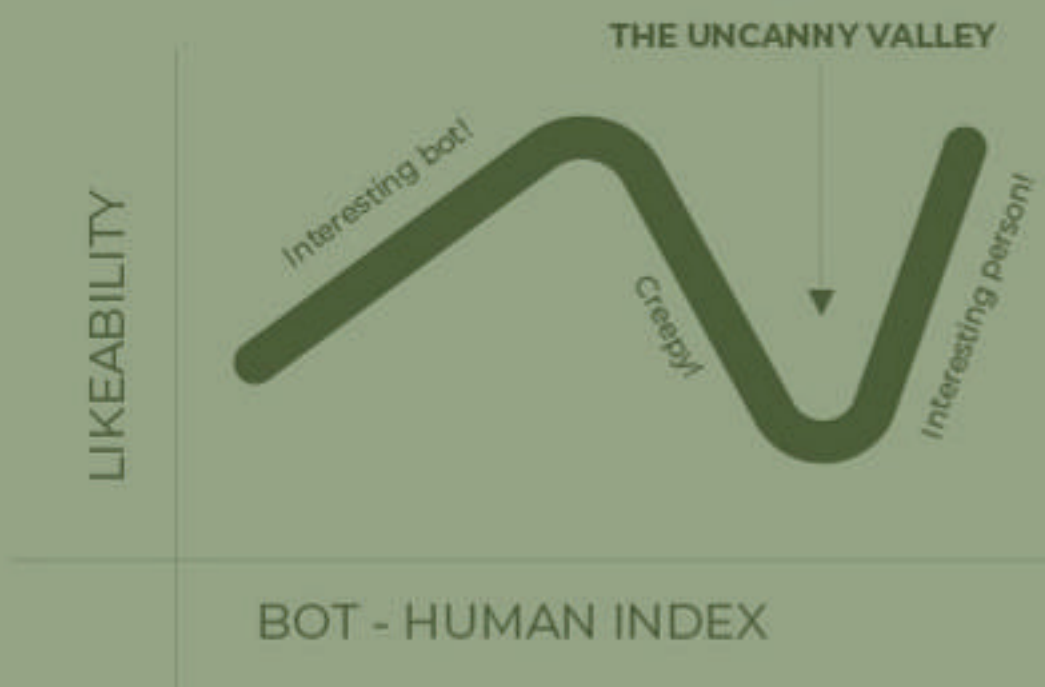
Better together

Bots can augment human decision making by providing the right information at the right time. Breaking down and reconfiguring tasks within jobs can reveal human-bot combinations that are effective and deliver the biggest impact.

THESE BOTS ROCK

Swedish bank SEB uses a virtual assistant called AIDA to interact with millions of customers.

In 2016, A.I Jim, a claims bot, reviewed a claim, cross referenced it with the policy, ran 18 anti-fraud algorithms on it, approved the claim, sent wiring instructions to the bank, and informed the client that the claim was closed, all in 10 seconds.



Beware of the uncanny valley

The uncanny valley is the relationship between the degree of an object's resemblance to a human being and the emotional response to such an object. Humanoid objects which appear almost, but not exactly, like real human beings elicit uncanny, or strangely familiar, feelings of eeriness and revulsion in observers. Valley denotes a dip in the human observer's affinity for the replica, a relation that otherwise increases with the replica's human likeness.

Living with the bots

Routine interaction with bots at the workplace is a reality.

As more components of our lives become automated, we may want to give some extra thought to which of our routine human interactions are ok to be handed over to a bot, and which are worth doing with our own voices, hands, and eyes. If we delegate our work to a bot, which in turn solicits the help of another bot, where does this end? In trying to pass our daily tasks on to computers, we could end up creating a lot more work for ourselves than we intended. It is important to define value creation inside the enterprise in concrete terms before we decide to automate it.

What bots are good at

High transaction Volume
Rule-based processes
Manual handling
Structured data

Where humans excel

Prospecting
Understanding interactions
Communication
Consulting

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