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And Humans Created Artificial Intelligence

‘The rise of the robot and the service desk’





The Table of CASUALTIES.

Year	1647	1648	1649	1650	1651	1652	1653	1654	1655	1656	1657	1658	1659	1660	1661	1662	1663	1664	1665	1666	1667	1668	1669	1670	1671	1672	1673	1674	1675	1676	1677	1678	1679	1680	1681	1682	1683	1684	1685	1686	1687	1688	1689	1690	1691	1692	1693	1694	1695	1696	1697	1698	1699	1700
Total	1047	1048	1049	1050	1051	1052	1053	1054	1055	1056	1057	1058	1059	1060	1061	1062	1063	1064	1065	1066	1067	1068	1069	1070	1071	1072	1073	1074	1075	1076	1077	1078	1079	1080	1081	1082	1083	1084	1085	1086	1087	1088	1089	1090	1091	1092	1093	1094	1095	1096	1097	1098	1099	1100

Natural and Political OBSERVATIONS
Mentioned in a following INDEX,
and made upon the
Bills of Mortality.

BY
Capt. JOHN GRAUNT,
Fellow of the Royal Society.

With reference to the Government, Religion, Trade, Growth, Air, Diseases, and the several Changes of the said CITY.

—*Non, me ut miretur Turba, laboro, tentus paucis Lectioribus.*—

Fifth Edition, much Enlarged.

LONDON,
John Martyn, Printer to the
at the Sign of the Bell in St. Paul's Church-yard, MDCLXXXVI.

See Reg. Lond.

MEMENTO MORI

LONDON'S Dreadful Visitation:
Or, A COLLECTION of All the
Bills of Mortality
For this Present Year:



We currently create **2.5 quintillion** bytes of data every day, **90%** of the data in the world has been created in the last two years

History of Artificial Intelligence

555 13.2

A PATTERN RECOGNITION PROGRAM THAT GENERATES, EVALUATES, AND ADJUSTS ITS OWN OPERATORS

by Charles Vossler
System Development Corporation
Santa Monica, California

Leonard Uhr
Mental Health Research Institute
University of Michigan
Ann Arbor, Michigan

6, 25 They appear to be gained in flexibility in writing and modifying programs, but they have not, as yet, given any (published) results that indicate that they are any more powerful than the weaker sort of program (e.g. Barnet and Estrin) that uses individual cells in the matrix in ways equivalent to their use of "columns" and "operators". A final example of this altered type of program is the randomly coupled "n-tuple" operator used by Hinton and Browning in this program, random choice of cells in the input tuples and other tuples of cells in the analyzing and matrix is used to compose operators. It is an attempt to get around the problems of pre-analyzing and "set around" this method appears to be promising. At least as good, but it would, And it would (or

Summary
This paper describes an attempt to make use of machine learning or self-organizing processes in the design of a pattern-recognition program. The program starts not only without any knowledge of specific patterns to be input, but also without any operators for processing the input. Operators are generated and refined by the program itself as a function of the problem space and of its own successes and failures in dealing with the problem space. Not only does the program learn information about different problem spaces, in part by making adjustments to the set of patterns input to the program, but it also learns to make adjustments to the set of operators used to process the input.

Background
The typical pattern either elaborated or simplified arrays of input capabilities to adjust to the first type often of patterns that appear to the human eye but the machine's logic this type are processed to process the input.

File Edit Options Buffers Tools Help

I am the psychotherapist. Please, describe your problems.

Each time you are finished talking, type RET twice.

I have a terrible headache.

Maybe you should consult a doctor of medicine. I am a psychiatrist.

Okay, I'll do that then.

Can you elaborate on that?

What are you talking about? No I cannot elaborate. See you later.

Why do you say that?

Now you're just talking nonsense!

What makes you believe now I am just talking nonsense?

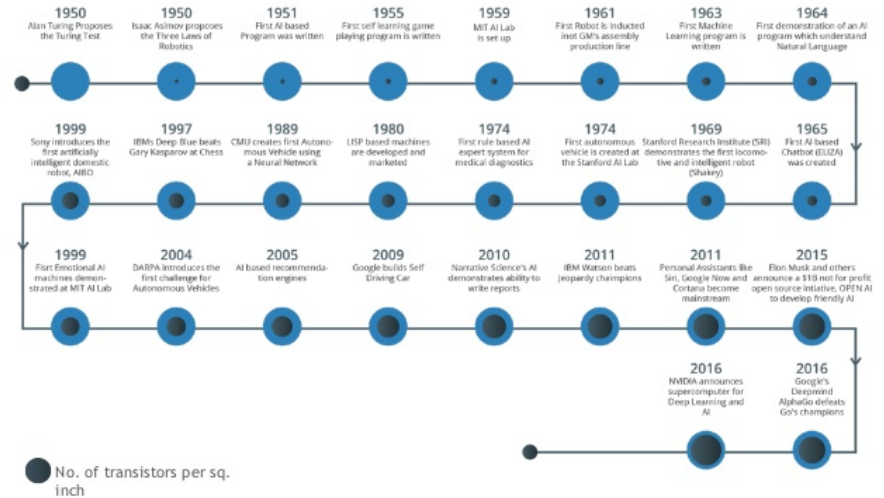
You are not making any sense.

Perhaps your plans have something to do with this.

u: ** *doctor*

(Doctor Fill)--Li--Top--

Artificial Intelligence Evolution



The consumerisation of IT



"Hey Siri, call Mum"

KURI



Hi, how can I help?

There are at least **7.6 million** Amazon Echo households **worldwide** - Business Insider

8.3 million home-based voice assistants in use - Voicebot.ai

Facebook Messenger is a platform for more than **100,000 chatbots** and just as many developers

Nearly **8 out of 10** businesses have already implemented or are planning to adopt **AI as a customer service solution by 2020** - Oracle

Augmentation of the human agent

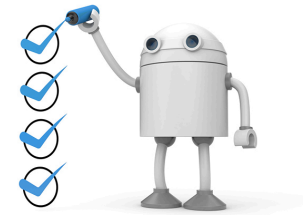


Augmentation of the human agent

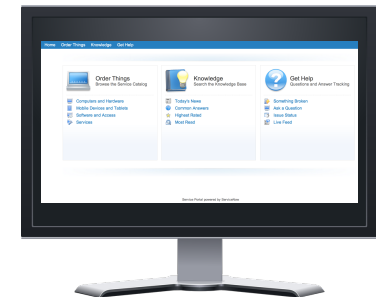


Self service & self help

Augmentation of the human agent

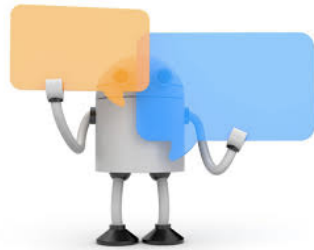


Robotic Process **Automation**

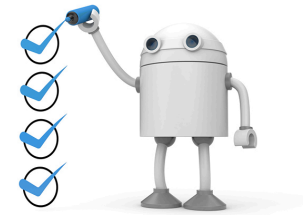


Self service & self help

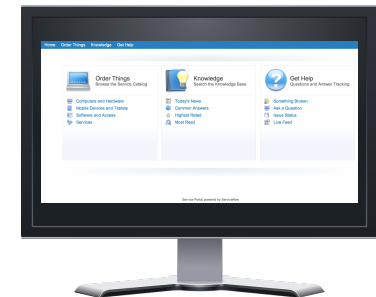
Augmentation of the human agent



Service bot



Robotic Process Automation

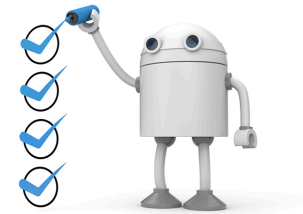


Self service & self help

Augmentation of the human agent



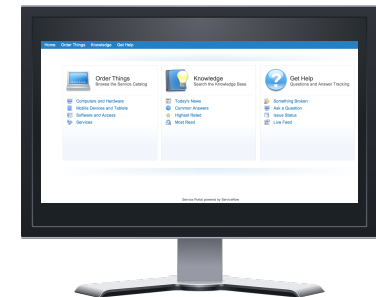
Service bot



Robotic Process Automation



Virtual assistant

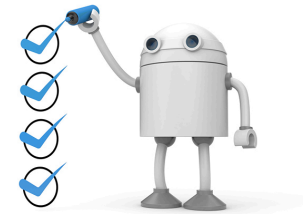


Self service & self help

Augmentation of the human agent



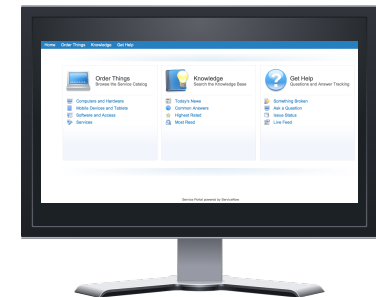
Service bot



Robotic Process Automation



Virtual assistant



Self service & self help

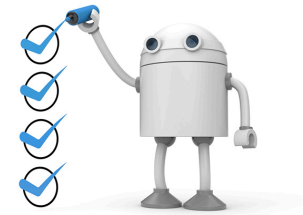
Service Orchestration

People, Service and Technology

Augmentation of the human agent



Service bot



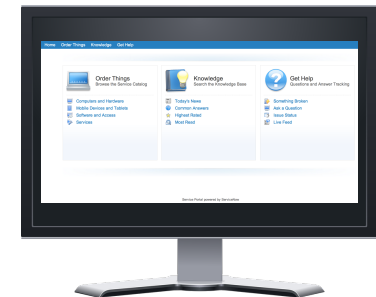
Robotic Process Automation



Virtual assistant



Virtual Agent



Self service & self help

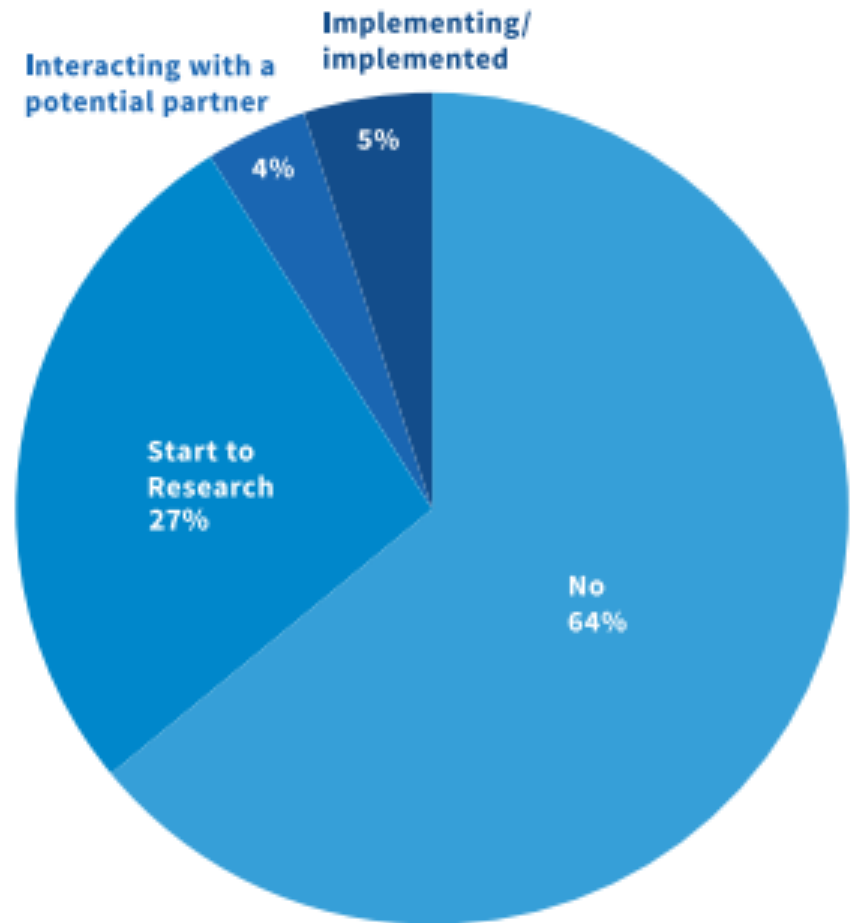
Service Orchestration

People, Service and Technology

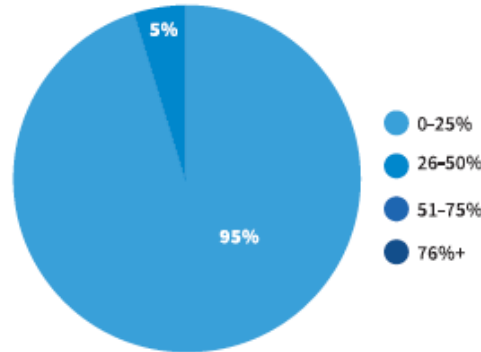
Clearvision

Have you started looking at Artificial Intelligence or Virtual Assistants?

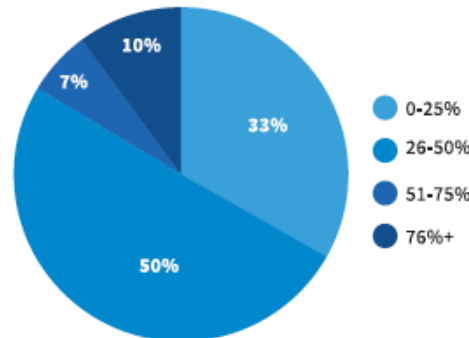
**Analyst
2.0**



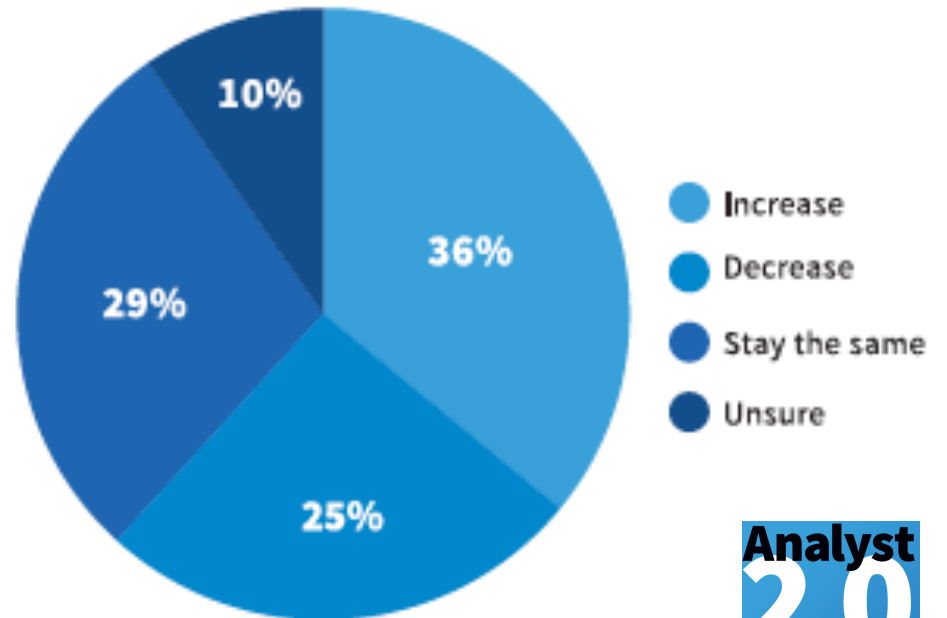
****How much do you think the service desk headcount will decrease by in 3 to 5 years' time?**



***How much do you think the service desk headcount will increase by in 3 to 5 years' time?**

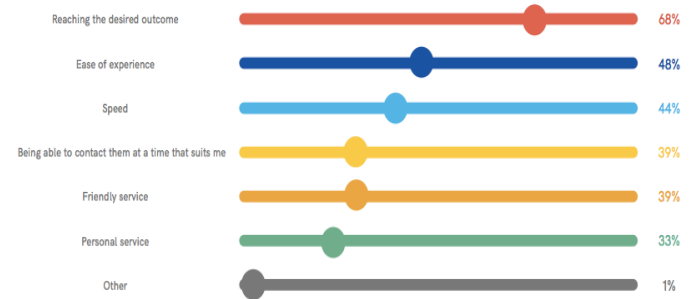


Do you think service desk headcount will increase*, decrease, or stay the same in 3 to 5 years' time?**



**Analyst
2.0**

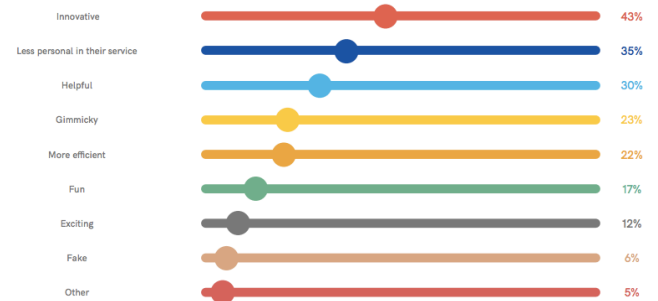
What's most **important** to you in your **experience** of **communicating** with a company?



Why would you consider asking a chatbot **before engaging** with a **human**?



How do you **perceive** **companies** that offer a chatbot?



Pros and Cons of Artificial Intelligence

AI Pros



- Precision and accuracy
- Reduced human error
- Quicker decision making
- Improved service consistency & quality
- Improved resolution times
- Removal of low value, laborious work
- Omnichannel, 24/7 service
- Improved scalability
- Improved agility
- Improved efficiencies
- Process compliance & adherence
- Improved quality
- Improved customer experience
- Higher value work for humans
- Opportunity to learn new skills
- Improved employee satisfaction

AI Cons

- Displaced low skilled jobs
- Shortage of skills
- Ethical use of technology
- Political and social considerations
- Over reliance on machines
- Control of decision making
- Build, development, running, maintenance costs
- Missing human touch
- Lack of creativity
- Loss of service
- Lack of intelligent disobedience
- Security
- Exploitation
- Complex



What do our **customers need** today?

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How well are we currently meeting our **customers needs**
and are we creating **value**?

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How well are we currently meeting our **customers needs** and are we creating **value**?

How can we **orchestrate** the service and use the resources available to us to **improve** our **performance**?

What do our **customers need** today?

How well are we currently meeting our **customers needs** and are we creating **value**?

How can we **orchestrate** the service and use the resources available to us to **improve** our **performance**?

What **new jobs** will we need and how will we **reskill** our **people**?



The best way to **predict** your future is to create it

#johngraunt #machinelearning #serviceorchestration #augmentationofthehumanagent
#RPA #servicebot #virtualagent #AI #cognitivecomputing #analyst2.0 #CX #data #wisdom
#vision #explore #anticipate #embrace #discover