

# EMERGE 2019

## ART OF THE POSSIBLE

April 23, 2019

AI & The Future of Work | AI Track

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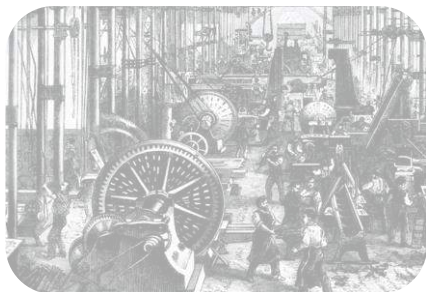
**ASTOUND**

BUT FIRST...



# The fourth industrial revolution

What can we learn from yesterday's tomorrow?



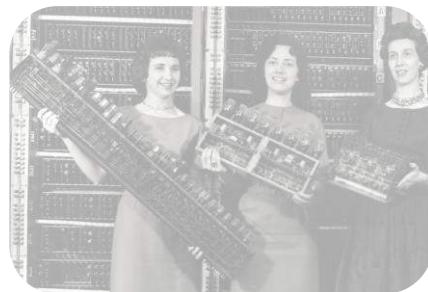
1700s

Mechanization



1800s

Mass production



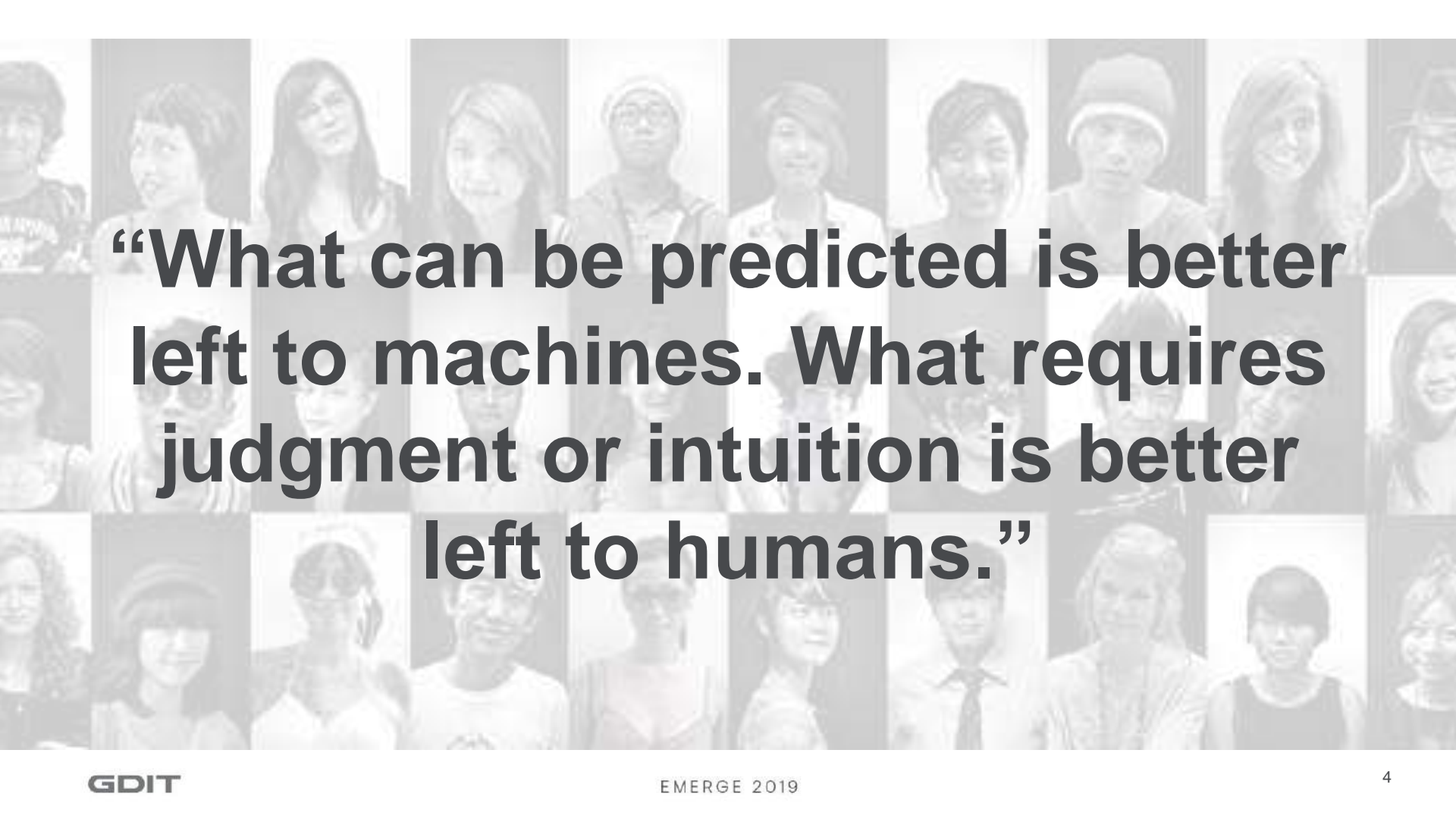
1900s

Desktop computing



Now

AI-driven automation

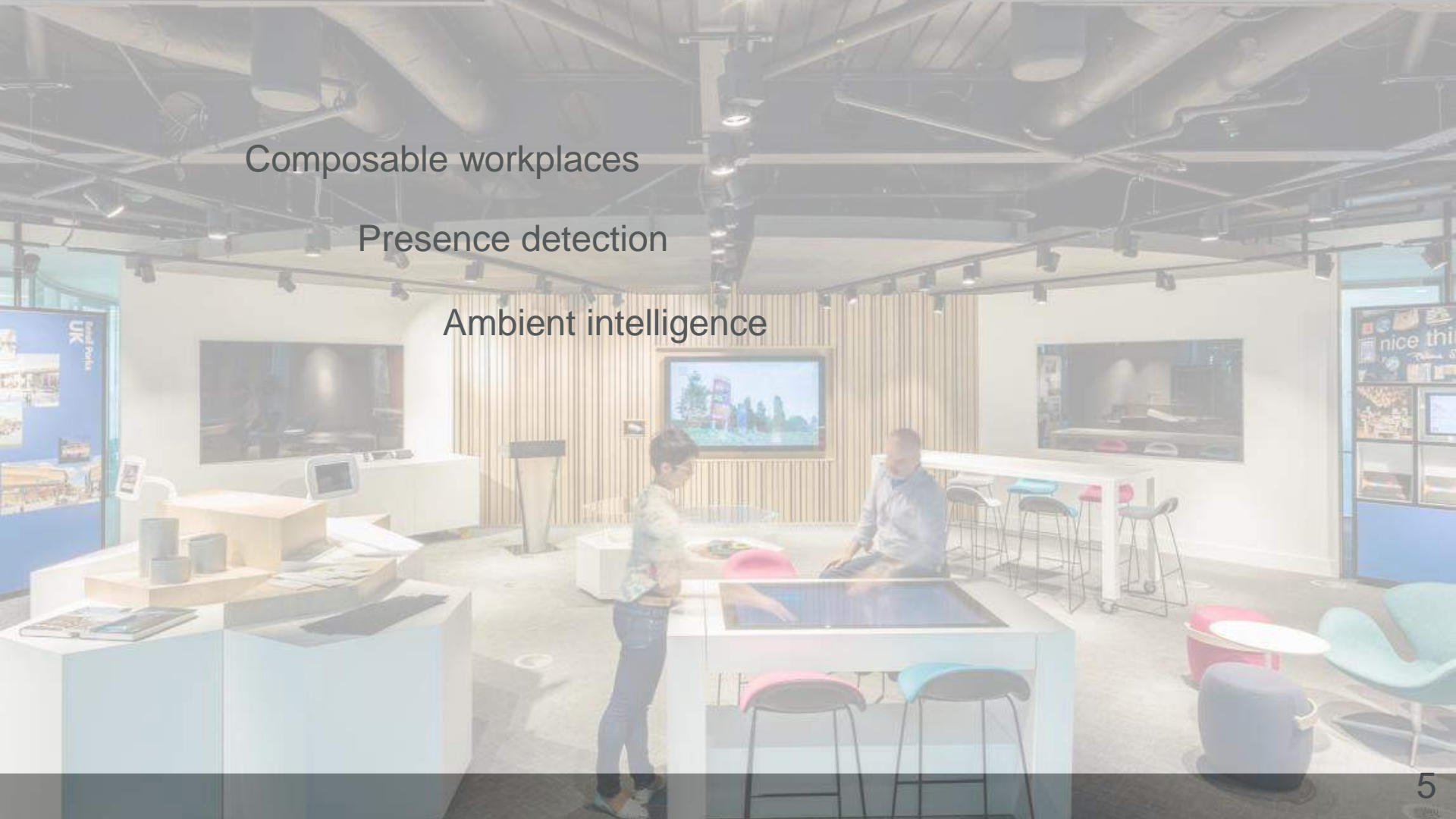


**“What can be predicted is better left to machines. What requires judgment or intuition is better left to humans.”**

Composable workplaces

Presence detection

Ambient intelligence



# ON THE HORIZON

- AI is impacting every industry from transportation to healthcare to education.
- It's also changing how service is delivered.
- Innovative agencies are making employee experience the new unit of value.





# The future of work

## For the enterprise



- ★ Every company is a software company.
- ★ Service providers exist to deliver compelling employee experiences with technology.
- ★ All technology is AI-driven.
- ★ AI maturity is the new competitive differentiator.

## For the employee



- ★ Work is defined by the fusion of human + machine.
- ★ AI becomes ambient, transparent, and explainable.
- ★ Voice is the new app. AI is the new UI.
- ★ Information finds you.

# Why AI-driven automation? Why now?

New pressures. New opportunities.



## Technical

1. Data security
2. Privacy
3. Scalability
4. Performance

## Business

1. Skills gap
2. Org ownership

3. Budget ownership
4. KPI alignment
5. Job elimination



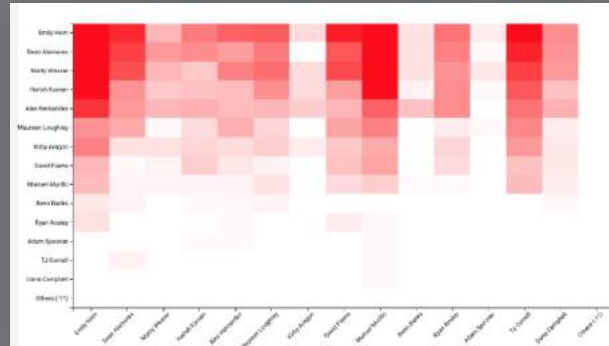
1. Improved productivity
2. Higher employee satisfaction
3. Increased employee retention
4. Reduced cost per issue
5. Improved self-service adoption
6. Reduced mean time to resolve issues
7. Reduced live agent training time
8. Higher quality content
9. Quicker root cause analyses
10. Reduced infrastructure costs



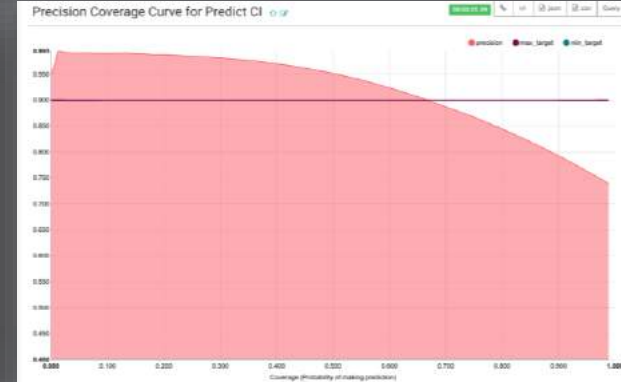
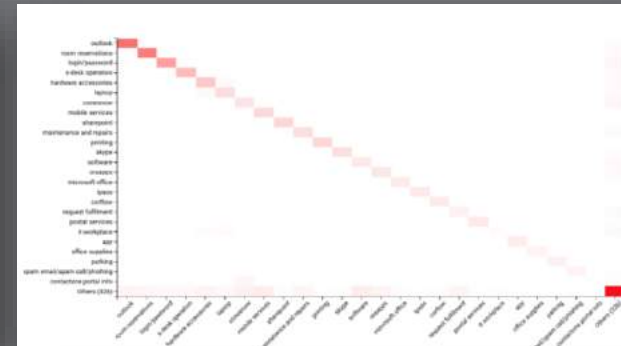
# AI KEY CONCEPTS

1. Active Learning
2. Transfer learning
3. Precision and recall
4. Confidence thresholds
5. Category blacklisting
6. Re-training
7. Explainability

Before

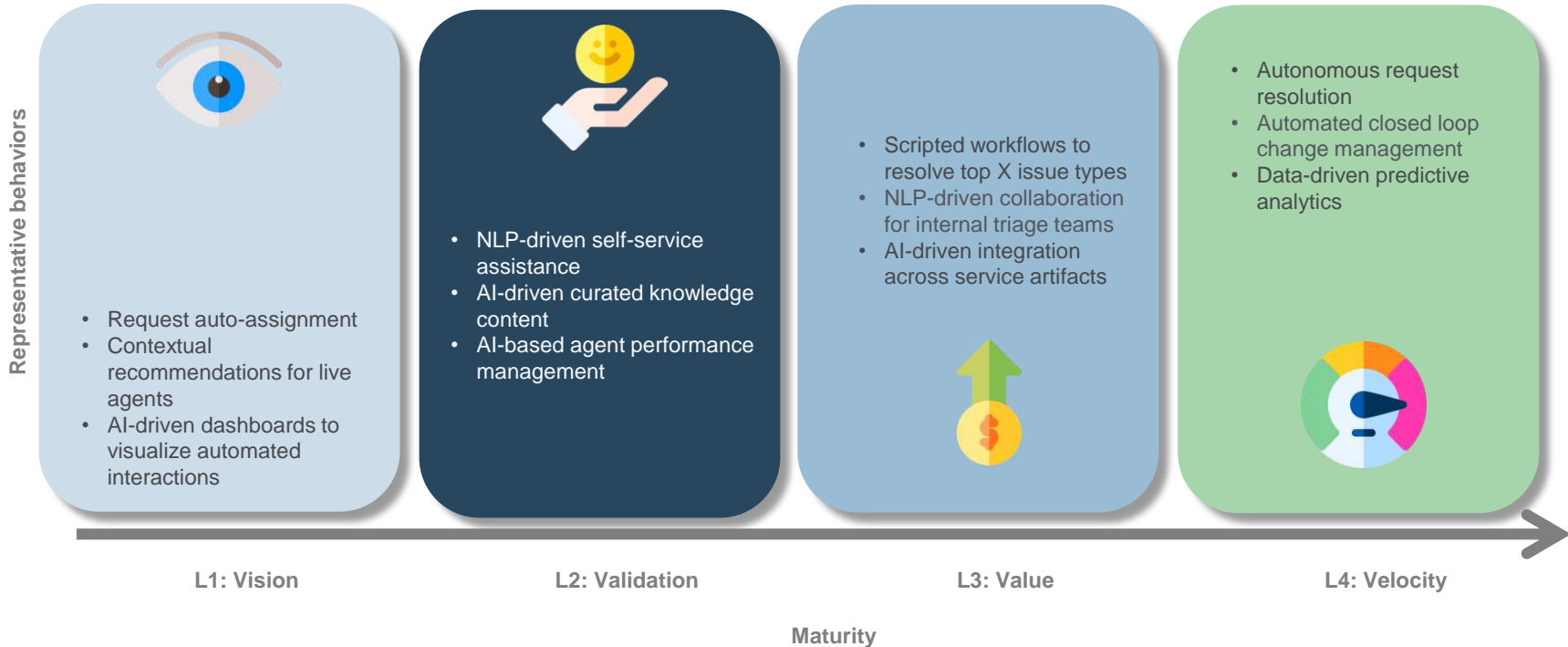


After



# AI in the public sector

## The “Four Vs” maturity model



# How to achieve L4 maturity

## Five best practices

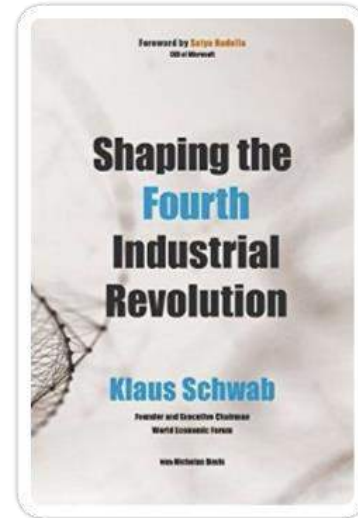
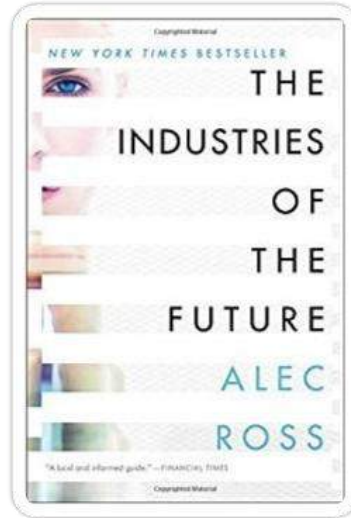
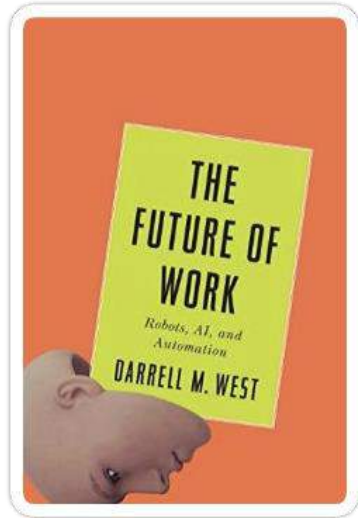


1. First, **make humans smarter**.
2. Define **KPIs and benchmarks** with business stakeholders.
3. Share the vision and **demonstrate leadership** support.
4. Cut the **cord**.
5. Train. Measure. **Reward**.

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**The pace of innovation has never been faster than it was yesterday and it will never be slower than it is today.**

# Further reading





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