



TESSA: AI CHATBOT HELPING OUT-OF- SCHOOL YOUTH

VIDEO TRANSCRIPT

A critical part of my job is understanding the behavior and emotions on applications key users so that I can **design experiences that make a difference** to them.

An example of this is **TESSA. TESSA is an AI-enabled chatbot that helps the marginalized youth identify their skills and find employment.** When my team of developers and I were building TESSA, we knew we had to be sensitive to causing any uneasiness and confusion when TESSA talks to out-of-school and unemployed youth about their work experiences and future.

To address that, I met up with the youth from this demographic to understand what it's really like for them to have these conversations. From there, we were able to build a chatbot that's **humane and empathetic.** It's also programmed to avoid pulling any negative emotional triggers. In fact, it can even diffuse heated situations with a little comic-relief. By making it a good experience, we can get more youth to turn to TESSA for help.

Even as a child, I've always been interested in what technology can do for the world. Now that I have a nine-year-old daughter who's just like me, I'd like to think that I'm setting a good example as a dad with what I do at Accenture.

This is where I can be a visionary who creates **innovative and practical solutions that really matter to people.**

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