



TECHNOLOGY VISION 2020: AI AND ME

VIDEO TRANSCRIPT

HELPING PEOPLE CHOOSE THEIR OWN ADVENTURE

TITLE: Technology Vision 2020

TITLE: AI AND ME

TITLE: Reimagine the business through human and AI collaboration

TITLE: MARC CARREL-BILLIARD, Senior Managing Director Technology innovation

TITLE: ELISE CORNILLE, Managing Director Accenture Technology Marketing

ELISE: So, what's interesting about AI, in our survey, of the Tech Vision this year, we found that 75 percent of executives, 75 percent said that if they don't start aggressively deploying AI, moving from this experimentation into automation, but fully sealing it across their enterprise in all parts, that they will be out of business by 2025.

MARC: Wow!

ELISE: I think that's a lot about how we're viewing AI, how AI needs to be embedded throughout and it can't just be on the edges, it can't be a pilot, and it can't just be automation.
MARC: I think what you said is absolutely right, it first shows that AI has picked up like crazy, in every industry, every geographies, all over the world. But I think what's interesting, what you said, is it's just not only remote

process automation, or automating some task here, it's really to build basically this collaboration between human and machine that we're looking for and AI can do much more than that. So, one thing that we're doing in our live in Bangalore we're really working in this expandable AI, which I think it's a very important aspect of artificial intelligence. And for this, I mean, we're mixing a lot of work through semantic knowledge graph we machine learning, typical things that we see.

ELISE: We've said human-centered design for a while, right, but what do we really mean by that? Like, take the technology, make it work in a contextual awareness way for the human, really respect where they are, respect their needs, their values, and I think the next level AI not only for businesses, but for society, is when we look at AI in the context of what is the business value we want to not only create for the business, what are the values for the consumers that we are serving, and our citizens and how do we make sure both of those are fit? And that to me is next level AI.

MARC: I think I would like to add one more thing, it's just the fact that people get also more accustomed to use these virtual assistants. I mean, I's like if you look at the Alexa of this world, and the Google Assistant, many people have one in their house and they tend to learn about how to interact with the systems, even though they'd like the systems to be much more adaptive to them.

ELISE: I think, what's interesting too is we're talking about a world where AI needs to learn from humans so we're teaching, trainers,



sustainers, explainers, as we've said, in a recent book. And that is what the Co-existence, the Symbiosis is. AI is not going to get it done alone. It requires both of us to improve, you know, conditions, improve business and improve society.

TITLE: We, the Post-Digital People, have high expectations.

TITLE: Is your business ready to meet them?

TITLE: #TechVision 2020

TITLE: www.accenture.com/technologyvision

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