



HOW IS AI HELPING YOU ACHIEVE MORE AT WORK?

VIDEO TRANSCRIPT

An example of where AI plays a role in my job is a chatbot for support.

The impact of this chatbot on my job is – it saves me time.

Before we had AI in the business, our business was about monitoring people's networks, being able to look into issues that they have potentially raised with us. Once we deployed AI in the network, it means the network basically looks after itself.

And it gives me the time to do the other things that – not that it needs my attention – but it needs human interaction to actually do it.

I think the new technologies including AI and data mining technology have quite a positive influence on my work and my company.

The integration of AI in our business has driven up the skilling of our employees. With AI they are exposed to more data, more process data, data they have to understand and that they have to present to the customer.

In the future, through the method of machine learning, I can set the rules in the system. I do not need to spend 70-80% of my time to do a data clean.

The people will have to use the intellect much more, their creativity much more because I think that personal interaction, understanding the needs of the customer, the relationship – technology cannot replace that.

I would consider AI as a partner of employees in the business mainly because employees are engaging with AI so they see the results, seeing what AI does, replacing some of the tasks they would have done manually before.

If I know how to use AI it may provide me with information I need. But I will provide it with information as well. That's why I say that it is a partner because there is an exchange.

Earlier today I was talking to a colleague of mine who's the lead of the team and she was saying that you are doing a really great job but I think that, I think you've reached a peak and I think it's time to hand this over so we can upskill you.

I think that they are challenged more than they were challenged before, but at the same time I think they feel they are achieving more.

I think it's important that there's still a certain degree of human interaction to most business if you want to know that someone kind of cares. Businesses



now have to be more empathetic and they have to show customers they care.
And I don't think a machine can show you you care.

Copyright © 2018 Accenture
All rights reserved.

Accenture, its logo, and High
Performance Delivered are
trademarks of Accenture.