



# FUTURE OF CONVERSATIONAL AI HUMANS VS. BOTS

Dr. Radhika Dirks  
CEO XLabs AI

@radhikadirks  
radhika.dirks@gmail



**IF**

**PITHY.**

**WITTY.**

**FULL OF ATTITUDE.**

**ACCURATE.**

**AI THAT IS ALMOST LIKE A HUMAN:**

**FUTURE OF CONVERSATIONAL AI**

**WE CRAVE *REAL* INTERACTIONS**

69%

OF CONSUMERS

prefer chatbots for  
receiving an instant  
response



67%

of U.S. Millennials  
purchase from brands  
through a chatbot



**\$23 BILLION**



**THE HUMAN EXPERIENCE WITH BOTS  
NEEDS TO BE ONE WE WANT TO HAVE**



## NEUROSCIENCE OF MEANINGFUL INTERACTIONS



**PREDICTABLY COMFORTING**

**FUNNY / SURPRISING**

**USEFUL**

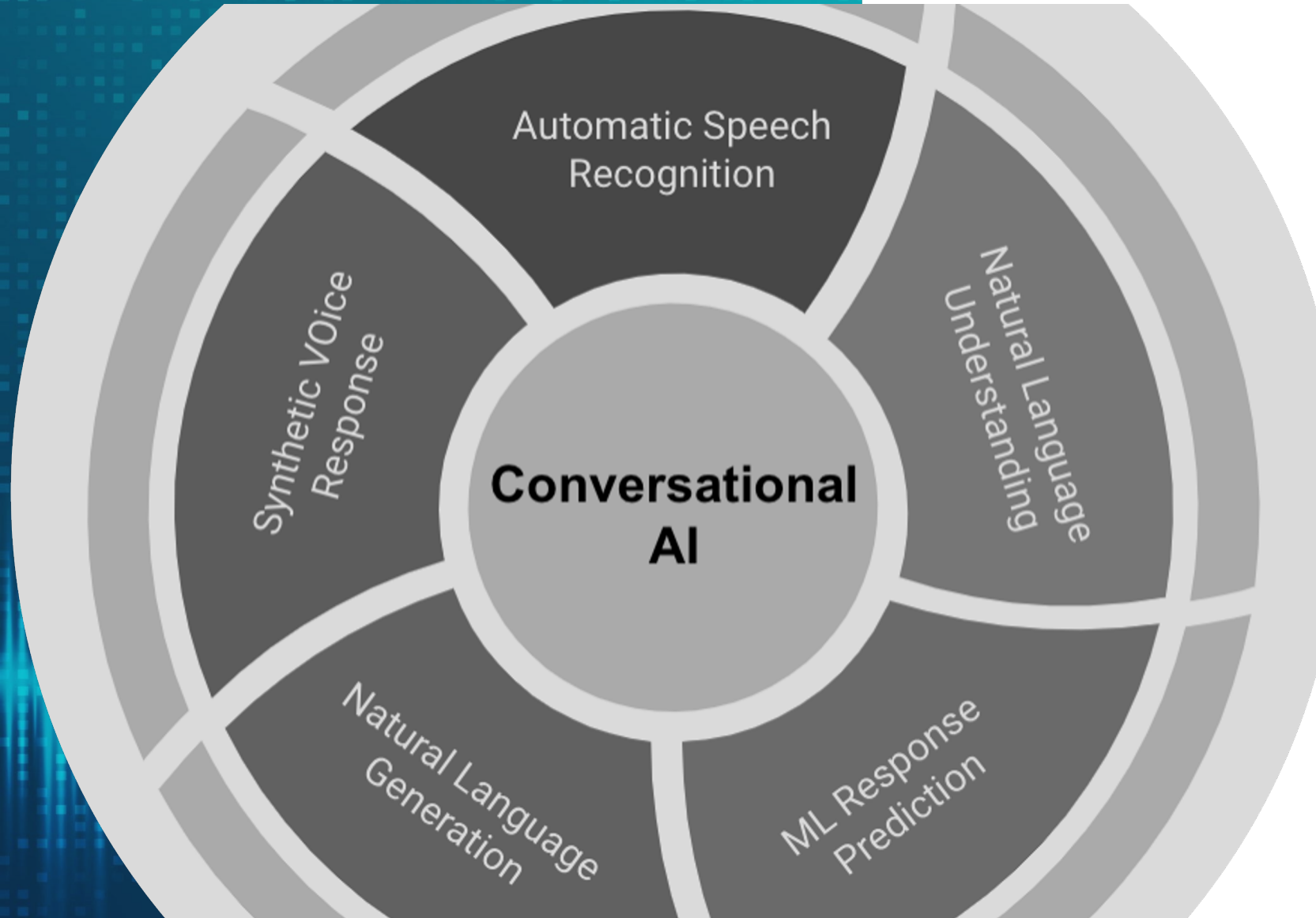
**HOW DO WE DESIGN AN IMPRESSIVE  
AI-BOT EXPERIENCE TODAY?**



1<sup>ST</sup> :

**SLIP INTO THE PERSPECTIVE OF THE AI**

# HYBRID AI: RULE BASED + NLP



**MULTIPLE INTENTS**

**FALSE POSITIVES**

**KEEPING CONVERSATION GOING**

**HOMONYMS**

**NO MEMORY**



A photograph of a group of people in a social setting. In the foreground, a woman with blonde hair tied back is seen from the side, wearing a dark and light patterned shawl. She is looking towards a group of people in the background. The background is slightly blurred, showing other people, including a woman with dark hair and glasses. The lighting is warm and natural, suggesting an indoor or outdoor setting with soft light. The text "2ND : UNDERSTAND CHALLENGES OF LANGUAGE" is overlaid in white, bold, sans-serif font.

**2<sup>ND</sup> :**  
**UNDERSTAND CHALLENGES OF LANGUAGE**



malkiewicz

Synonyms are weird because if you invite someone to your cottage in the forest that just sounds nice and cozy, but if I invite you to my cabin in the woods you're going to die.



istudypirates

My favourite is explaining the difference between a *butt dial* and a *booty call*



transmedicalismkills

It's called connotations.

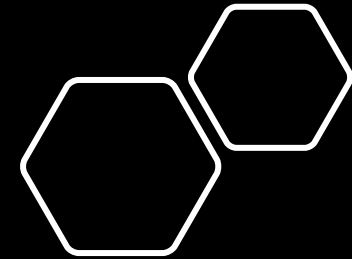


leggyboyjohnson

Try this one on for size:

"Forgive me, Father, I have sinned"

"Sorry, Daddy, I've been naughty"



Learning another language is like becoming another person.

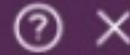
*Haruki Murakami*



EXPERIENTIAL DESIGN PERSPECTIVE

**VIEW AI AS A NON-NATIVE  
SPEAKER FROM ANOTHER CULTURE**

## Virtual agent



Hi, I'm [REDACTED] virtual agent.  
What can I help you with?

I would like information on  
loansinsurance and cards



I don't know specifically what  
you are asking about, but one  
of the following options may  
be of help:

Card



Loans



Insurance



Type your message here

0/110



**WHAT */S* THE EXPERIENCE YOU WANT  
TO HAVE WITH AI?**

~~EFFICIENCY~~

ACCURACY

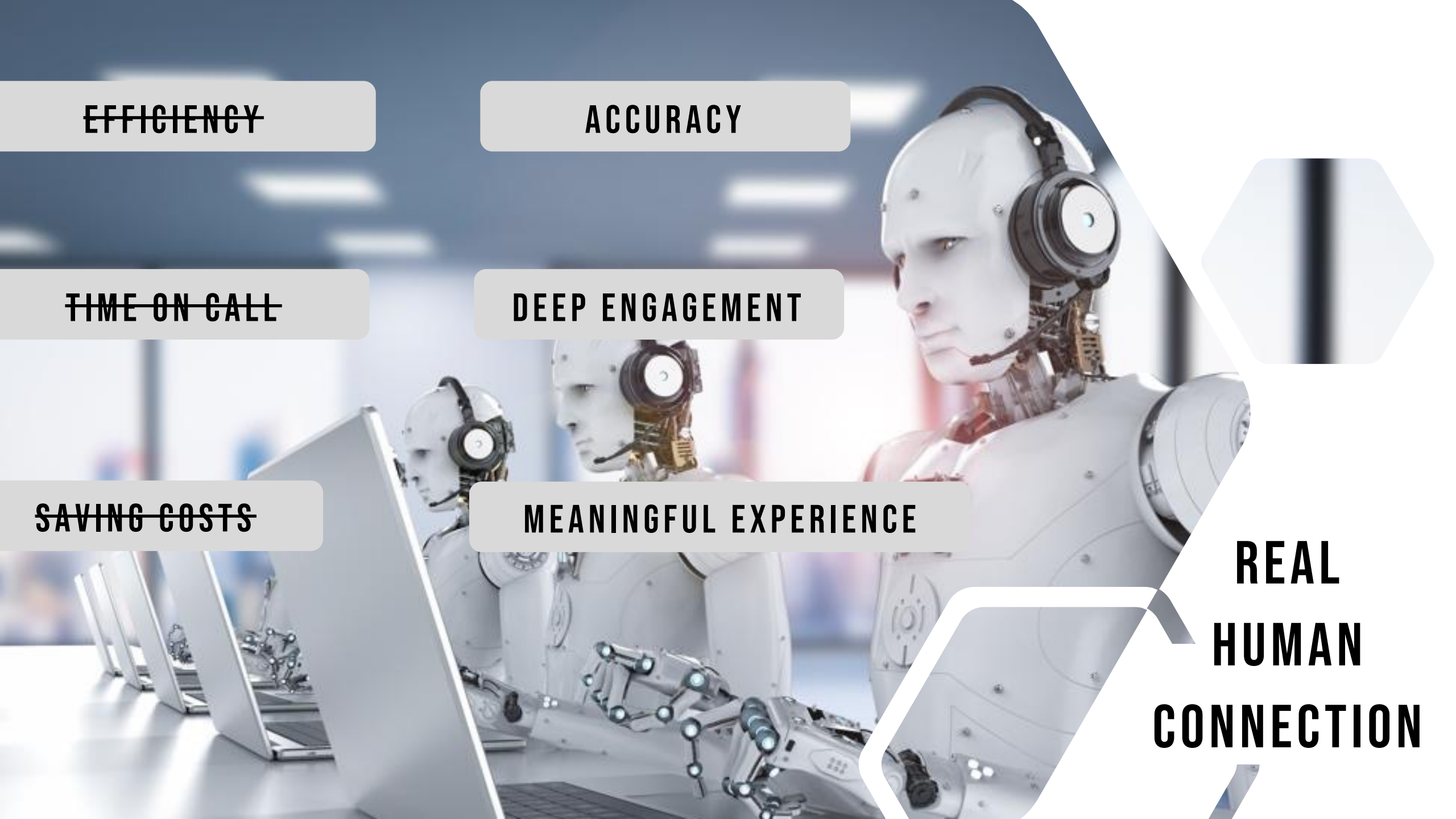
~~TIME ON CALL~~

DEEP ENGAGEMENT

~~SAVING COSTS~~

MEANINGFUL EXPERIENCE

REAL  
HUMAN  
CONNECTION





## FUTURE OF CONVERSATIONAL AI



**MULTI MODAL**

**BESPOKE MATCHED PERSONALITIES**

**MEANINGFUL EXPERIENCES**

**AUGMENTED INTELLIGENCE**

**PERSONALITY OPTIONS**

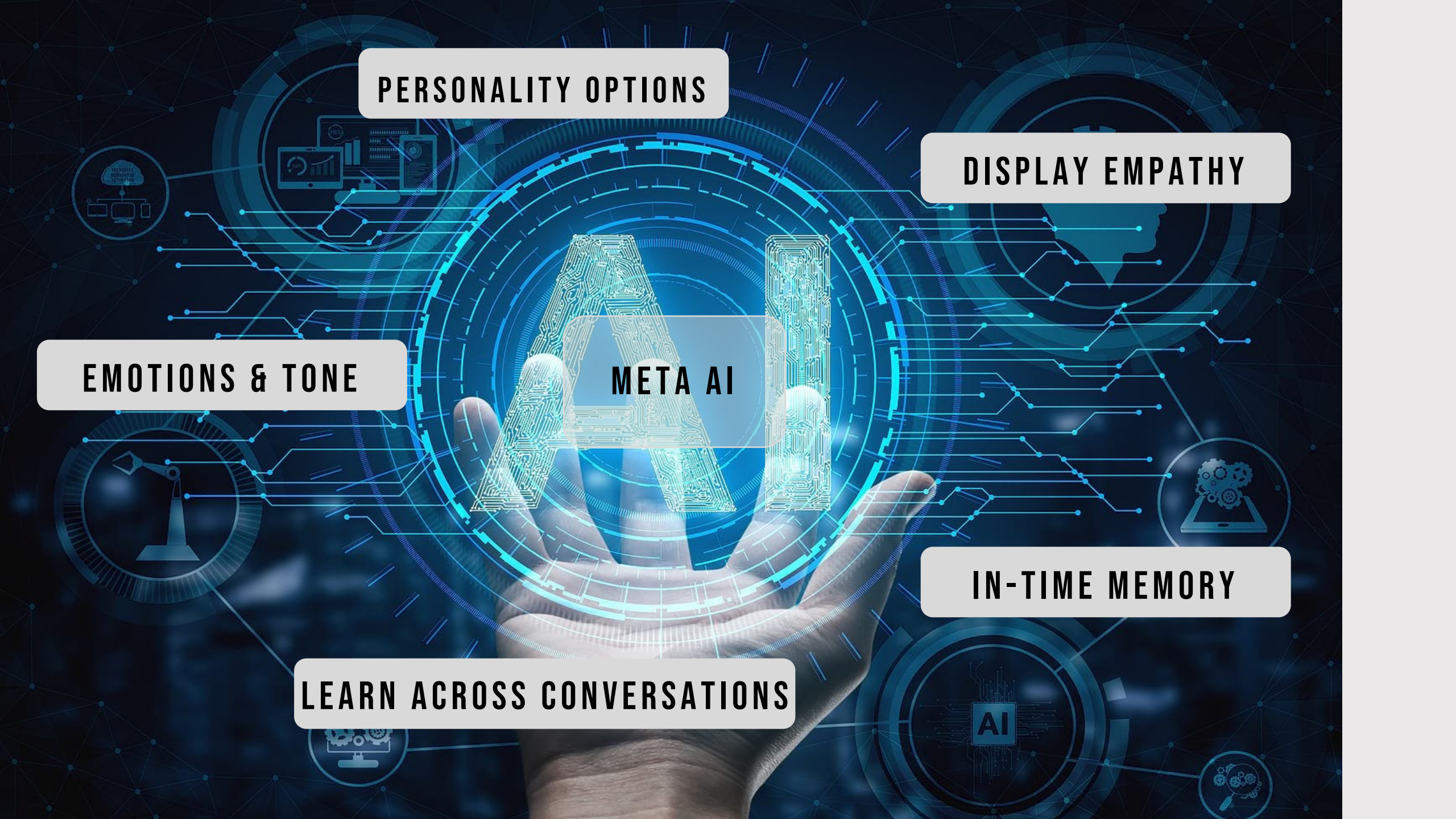
**DISPLAY EMPATHY**

**EMOTIONS & TONE**

**META AI**

**IN-TIME MEMORY**

**LEARN ACROSS CONVERSATIONS**



**TRUE INTELLIGENCE IS THE ABILITY  
TO SURPRISE PEOPLE**



# LET'S BUILD BETTER HUMAN-AI EXPERIENCES

Dr. Radhika Dirks  
CEO XLabs AI

@radhikadirks  
radhika.dirks@gmail