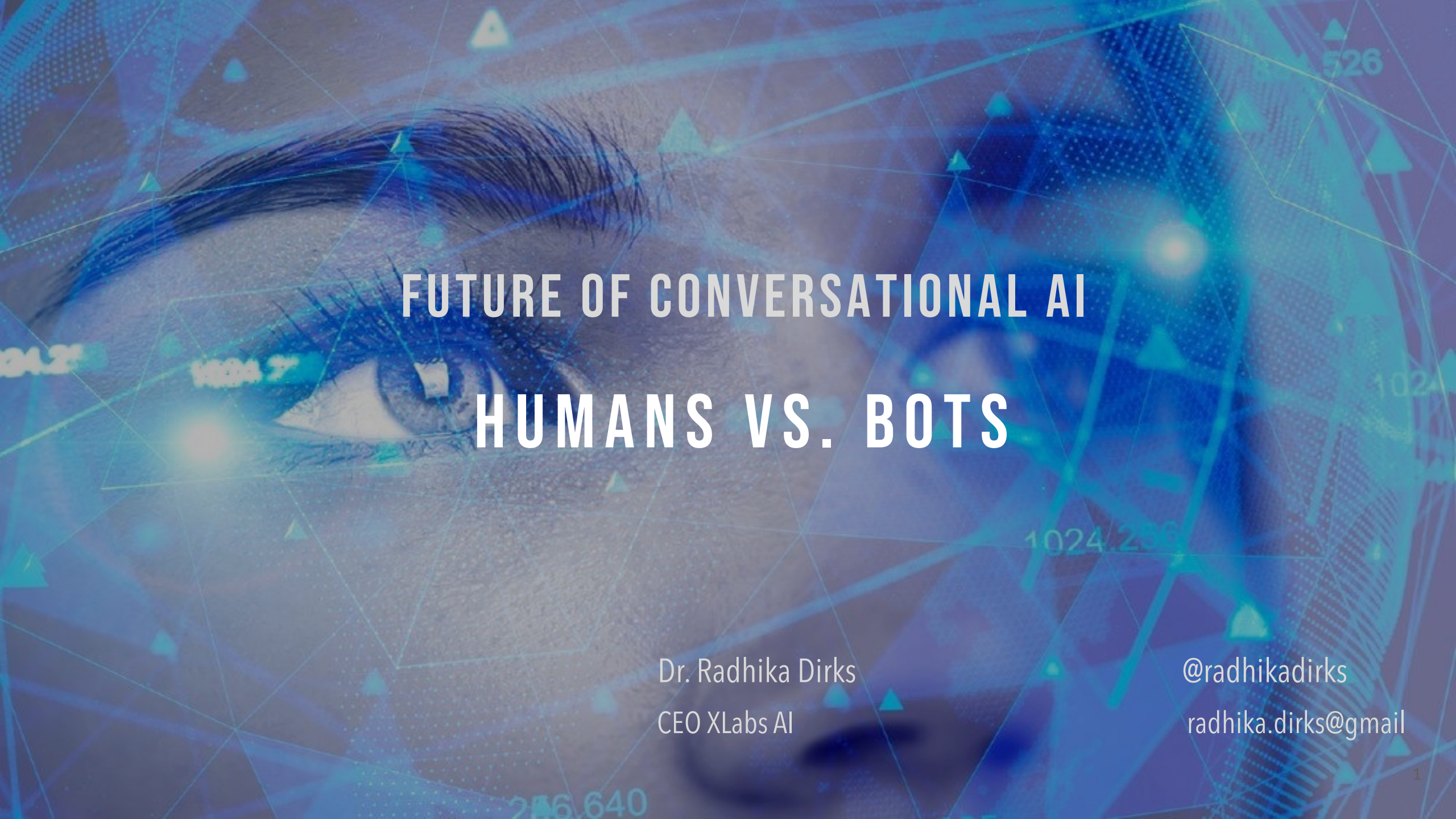

FUTURE OF CONVERSATIONAL AI

HUMANS VS. BOTS

Dr. Radhika Dirks
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IF

PITHY.

WITTY.

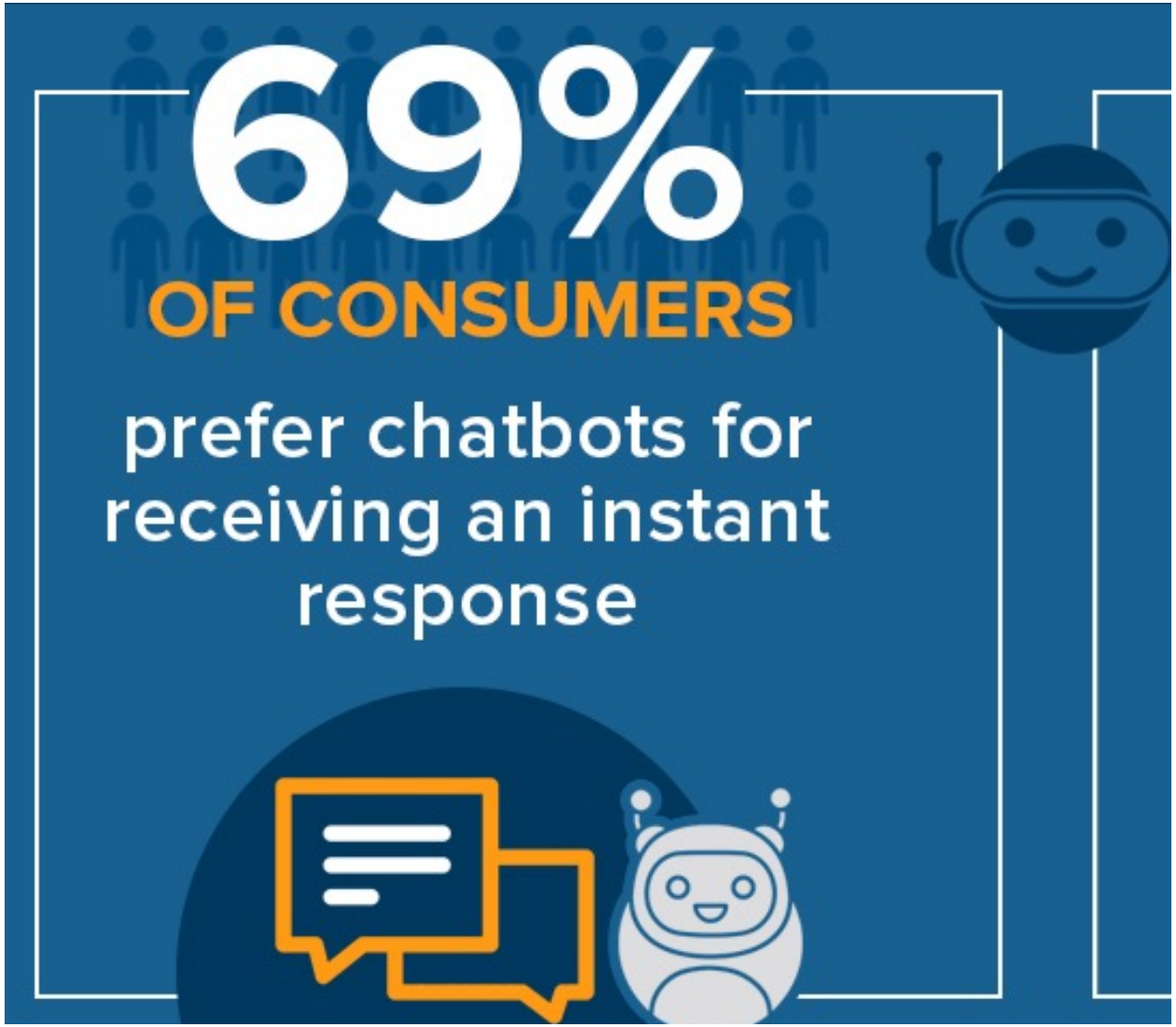
FULL OF ATTITUDE.

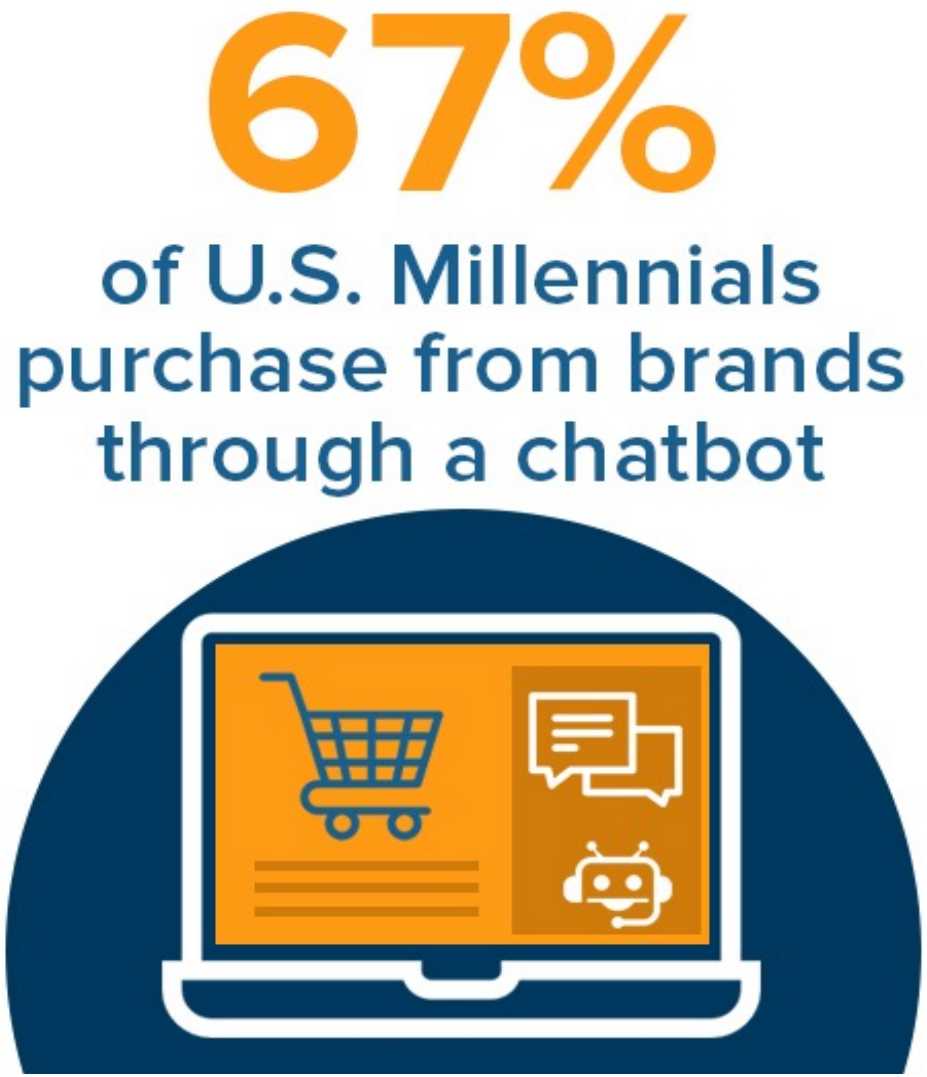
ACCURATE.

AI THAT IS ALMOST LIKE A HUMAN:

FUTURE OF CONVERSATIONAL AI

WE CRAVE *REAL* INTERACTIONS





COGNIZANT, ACCENTURE

$23 BILLION

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

NEUROSCIENCE OF MEANINGFUL INTERACTIONS

PREDICTABLY COMFORTING

FUNNY / SURPRISING

USEFUL

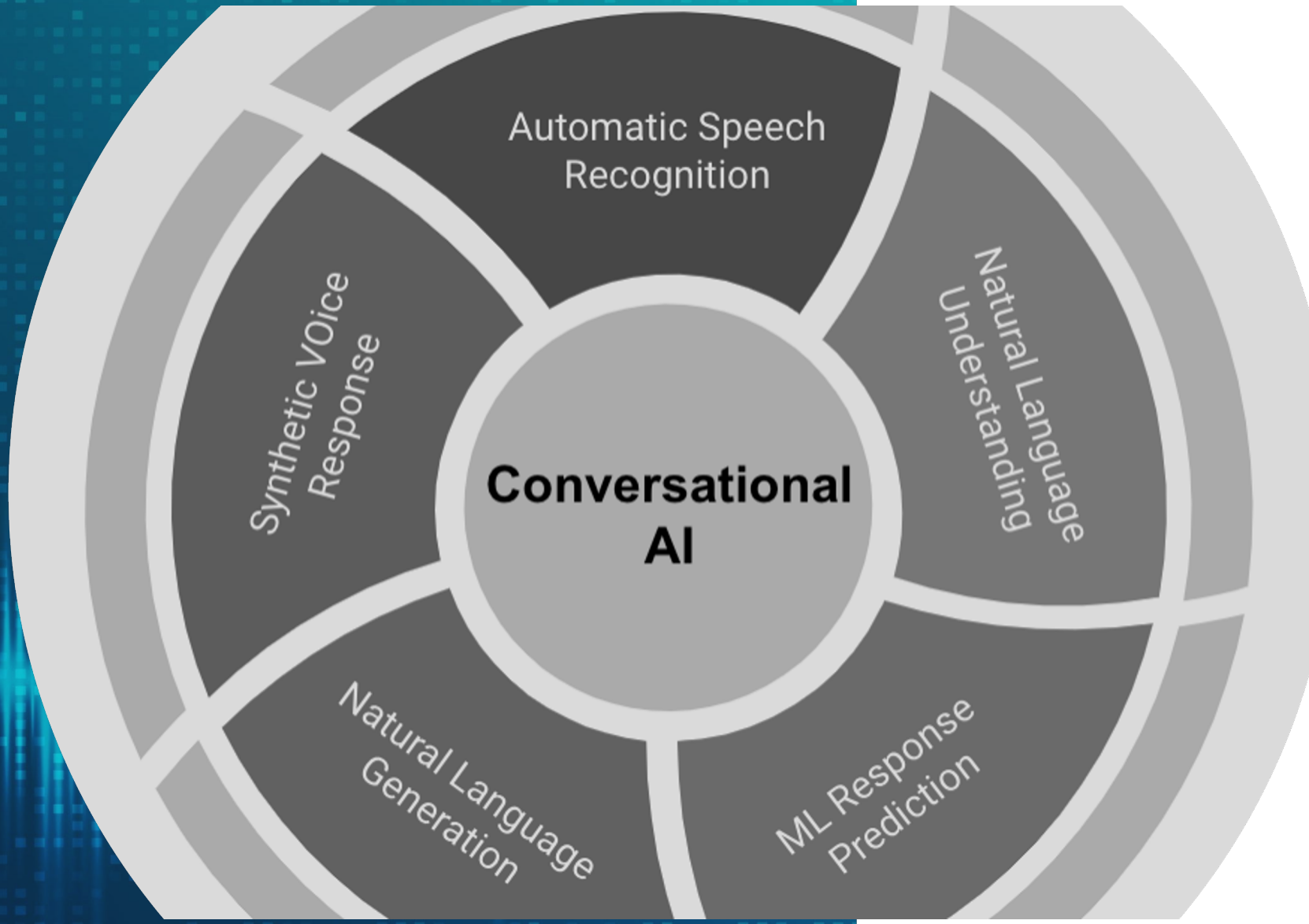
HOW DO WE DESIGN AN IMPRESSIVE AI-BOT EXPERIENCE TODAY?

1ST :

SLIP INTO THE PERSPECTIVE OF THE AI

HYBRID AI:

RULE BASED
+
NLP



MULTIPLE INTENTS

FALSE POSITIVES

KEEPING CONVERSATION GOING

HOMONYMS

NO MEMORY

2ND :

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

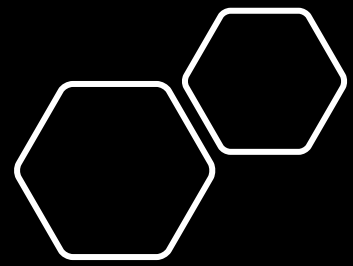
It's called connotations.

leggyboyjohnson

Try this one on for size:

"Forgive me, Father, I have sinned"

"Sorry, Daddy, I've been naughty"

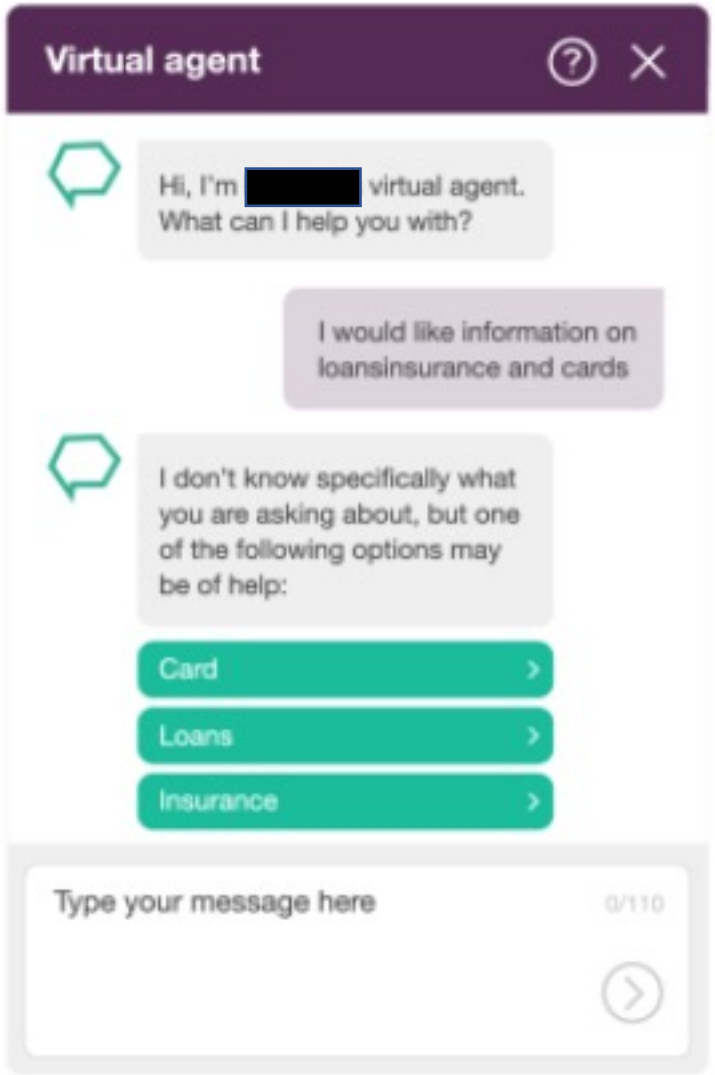


Learning another language is like becoming another person.

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 *IS* THE EXPERIENCE YOU WANT
TO HAVE WITH AI?

~~EFFICIENCY~~

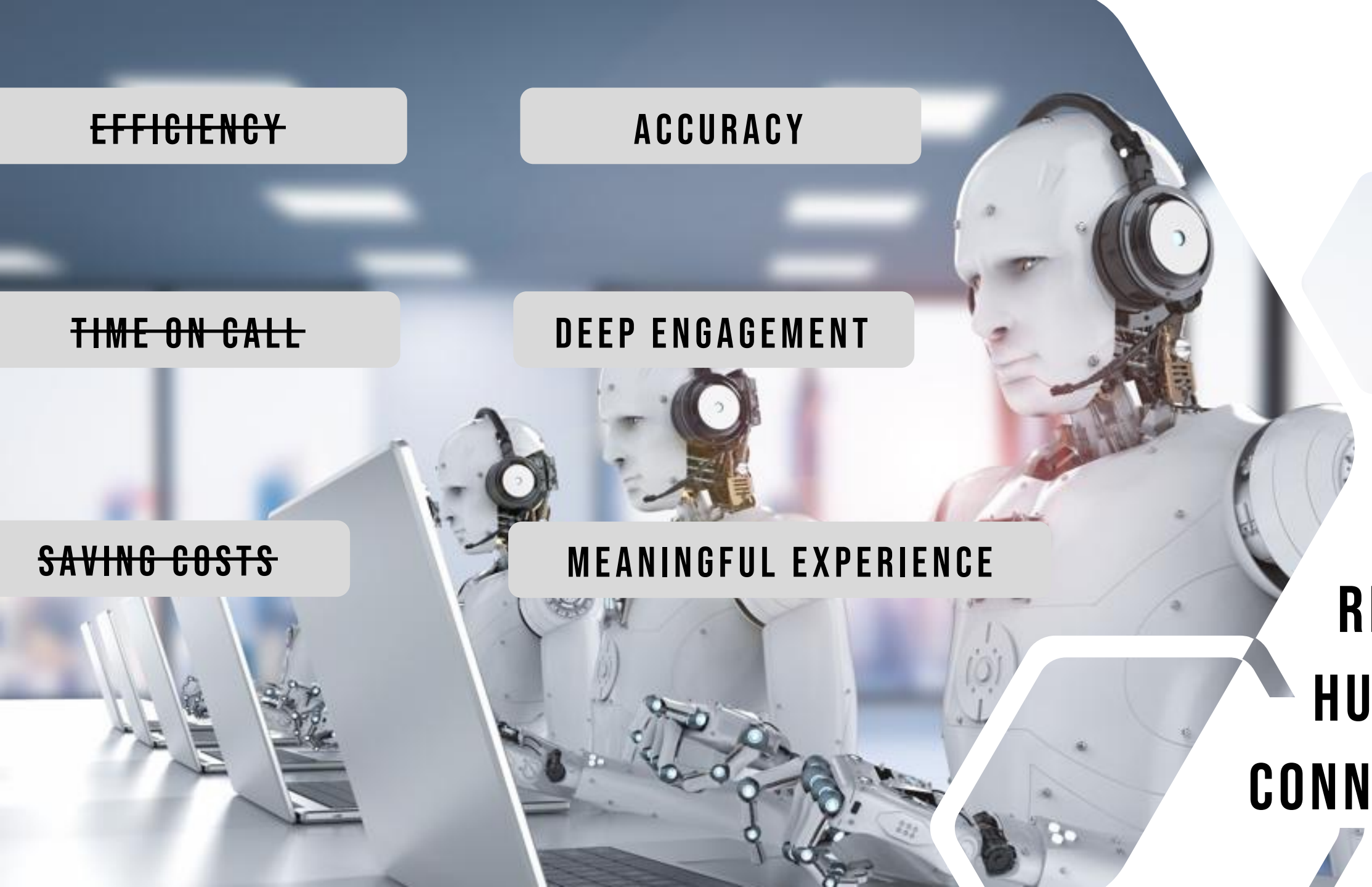
ACCURACY

~~TIME ON CALL~~

DEEP ENGAGEMENT

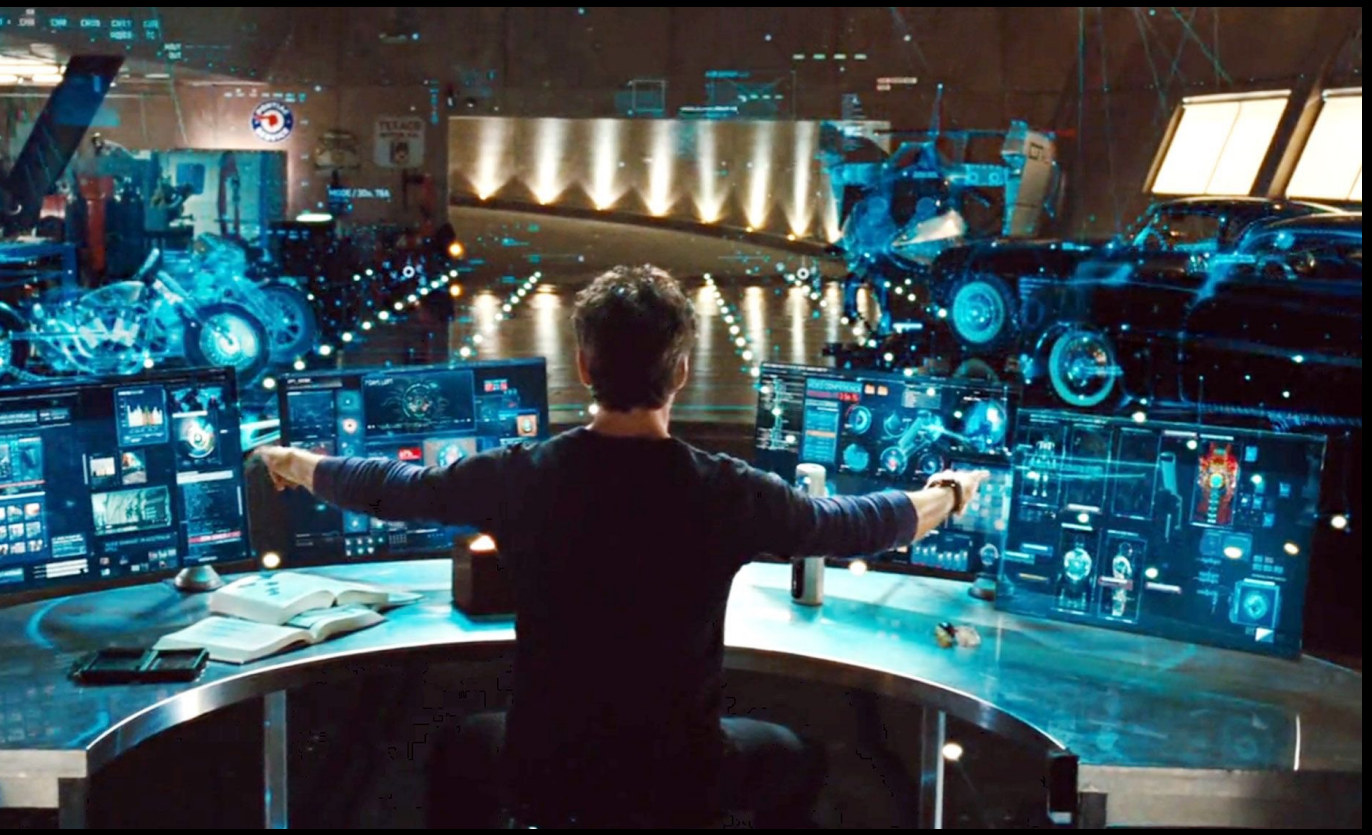
~~SAVING COSTS~~

MEANINGFUL EXPERIENCE



REAL HUMAN CONNECTION

FUTURE OF CONVERSATIONAL AI

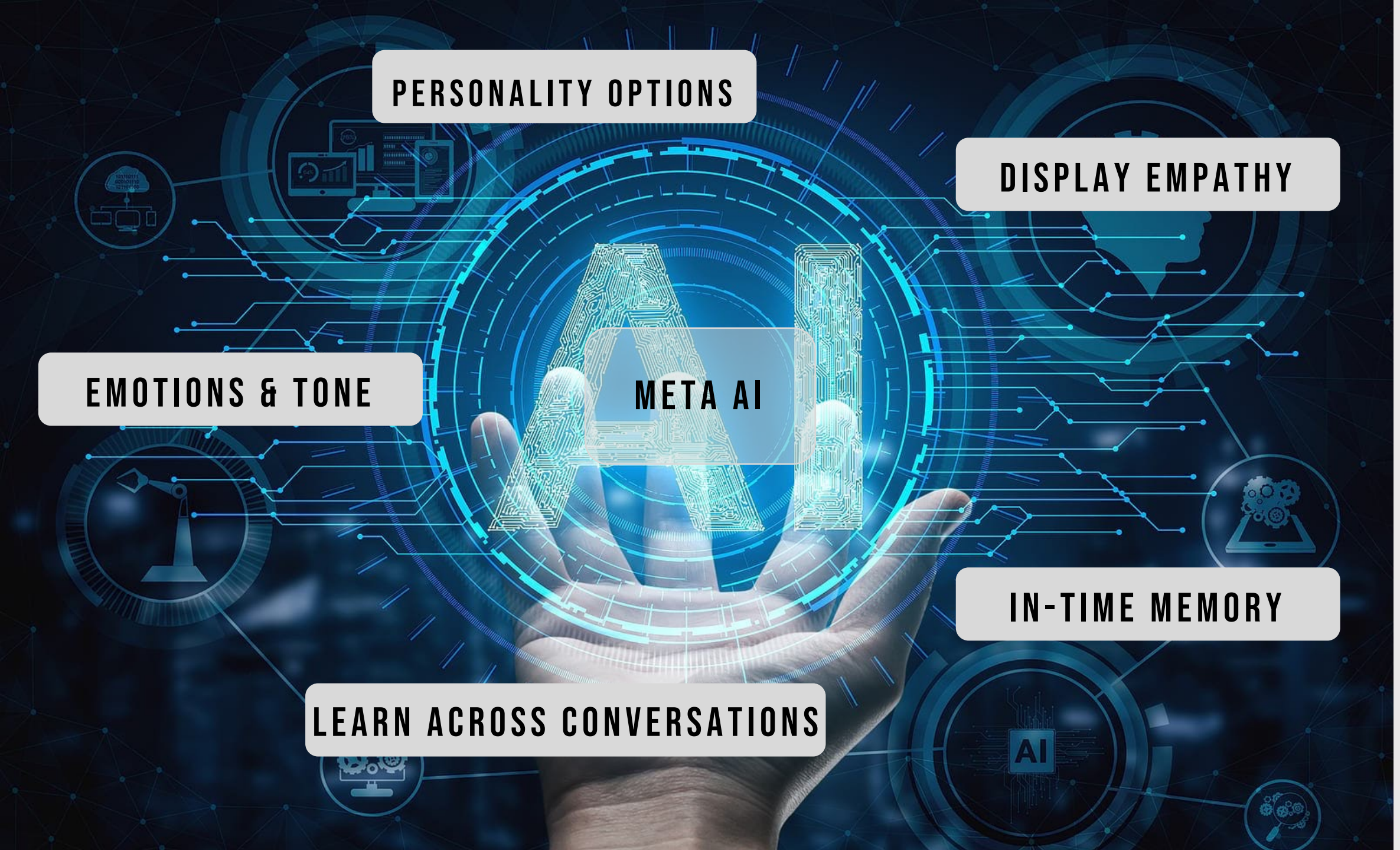


MULTI MODAL

BESPOKE MATCHED PERSONALITIES

MEANINGFUL EXPERIENCES

AUGMENTED INTELLIGENCE


PERSONALITY OPTIONS
DISPLAY EMPATHY
EMOTIONS & TONE
META AI
IN-TIME MEMORY
LEARN ACROSS CONVERSATIONS
AI

TRUE INTELLIGENCE IS THE ABILITY
TO SURPRISE PEOPLE

LET'S BUILD BETTER HUMAN-AI EXPERIENCES

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