

A.I. in the Workplace

Benefits and Risks of Artificial
Intelligence in Today's Workplace



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ChatGPT



Examples

"Explain quantum computing in simple terms" →

"Got any creative ideas for a 10 year old's birthday?" →

"How do I make an HTTP request in Javascript?" →



Capabilities

Remembers what user said earlier in the conversation

Allows user to provide follow-up corrections

Trained to decline inappropriate requests



Limitations

May occasionally generate incorrect information

May occasionally produce harmful instructions or biased content

Limited knowledge of world and events after 2021

Create an outline for a presentation on the benefits and risks of AI in the workplace ▶



Presentation Outline



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What is
Artificial
Intelligence?

Benefits of
AI in the
Workplace

Risks of AI in
the
Workplace

Managing AI
in the
Workplace

AI Tools
Demo

Q&A

Presentation Outline





What is Artificial Intelligence?



The ability of a computer system to perform tasks commonly associated with intelligent beings.

It applies to developing systems endowed with the intellectual processes of humans:

Ability to Reason

Discover Meaning

Generalize

Learn from Past Experience



What is Artificial Intelligence?



*Inherent to most AI systems is the ability to **LEARN**.*

Referred to as **Machine Learning**, this pertains to the computer program's ability to generate insights or predict outcomes based on the data it is provided.

For example, a computer program will know what a cat looks like by looking at hundreds, if not thousands, of photos of cats.

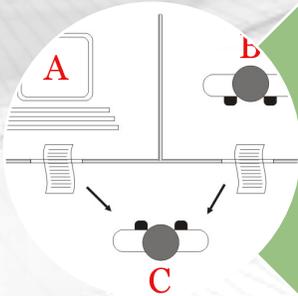
ChatGPT was trained on at least 570GB of text gathered from the Internet.

While some AI can learn by itself, most AI applications were trained by dozens or even hundreds of people.

History of AI



The concept of artificial intelligence goes back to antiquity. (e.g. Greek mythology had concepts of Automatons)



1950 – Alan Turing created the Imitation Game (popularly known as the **Turing Test**) as a test if a machine can pass as a human being.



1960s-1980s – Artificial Intelligence research efforts are mostly under the radar, but AI is heavily represented in science fiction such as HAL9000 and Star Wars Droids.



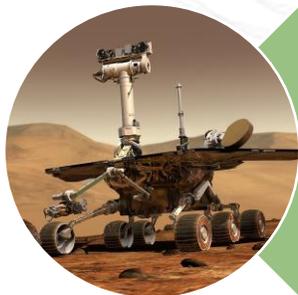
History of AI (Turn of the Century)



1997 - IBM's Deep Blue defeated world chess champion Garry Kasparov, marking a significant milestone in the advancement of AI in strategic decision-making.

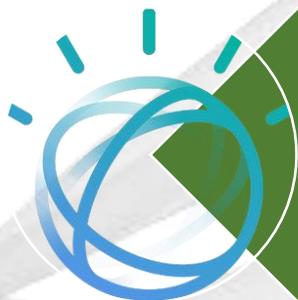


2002 – iRobot's Roomba autonomously vacuums the floor while navigating and avoiding obstacles.



2004 – NASA's robotic exploration rovers Spirit and Opportunity autonomously navigate the surface of Mars.
2009 – Google creates an autonomous car.

History of AI (2010s)



2011- IBM's Watson computer defeated television game show Jeopardy! champions Rutter and Jennings.



2011-2014 Apple's Siri (2011), Google's Google Now (2012) and Microsoft's Cortana (2014) are smartphone apps to answer questions and perform actions via voice command.

2014 – Amazon Alexa is launched to play music, read emails, control smart devices, and order online, with your voice.



2017 - Google Lens image analysis and comparison tool associates millions of landscapes, artworks, products and species to their text description.

2019 - AlphaStar, an AI system developed by DeepMind, achieved Grandmaster level in the game StarCraft II, showcasing AI's ability to master complex real-time strategy games.

History of AI (2020s)



2020 - OpenAI released GPT-3, a language model capable of understanding and generating human-like text on a large scale, opening possibilities for various applications in content creation, customer service, and more.



2022 – DALL-E2, MidJourney, and similar apps are released to the public, allowing users to generate high-quality images just by typing in descriptive text.

2022 – ChatGPT is launched, utilizing the GPT-3.5 engine and gains 100 million users in just two months.



2023 – OpenAI releases GPT4 a vastly more powerful engine than GPT3.5
2023 - Microsoft offers ChatGPT integration via Bing and Google releases Bard, making generative AI accessible to billions of users.



Types of Artificial Intelligence



Narrow AI (Weak AI): Narrow AI refers to AI systems that are designed to perform specific tasks or functions within a limited domain. These systems are focused on excelling at a particular task rather than possessing general intelligence. ***Narrow AI is the current form of AI in use today and is applied in various industries such as healthcare, finance, and transportation.***

General AI (Strong AI): General AI refers to AI systems that possess the ability to understand, learn, and apply knowledge across a wide range of tasks and domains. Unlike Narrow AI, ***General AI aims to exhibit human-like intelligence and cognitive abilities.*** It would have the capacity to understand natural language, reason, learn from various sources, and perform tasks across diverse domains. ***As of 2023, General AI is yet to be achieved.***

Examples of Narrow AI

Speech Recognition: Detecting and analyzing what a human is saying and converting it to actions/text.

Examples: Amazon Alexa, Apple Siri, Google Assistant

Natural Language Processing (NLP): NLP involves the understanding and interpretation of human language. Includes determining intent, sentiment, meaning, etc.

Examples: IBM Watson, ChatGPT

Computer Vision and Image Recognition: Enabling machines to understand and interpret visual information.

Examples: Tesla Autopilot, Google Lens

Recommendation Systems: Analyzes and cross-references user preferences and behavior and predicts/suggests products that the user might like.

Examples: GoogleAds, Facebook, TikTok, Netflix, Amazon, etc.



NETFLIX

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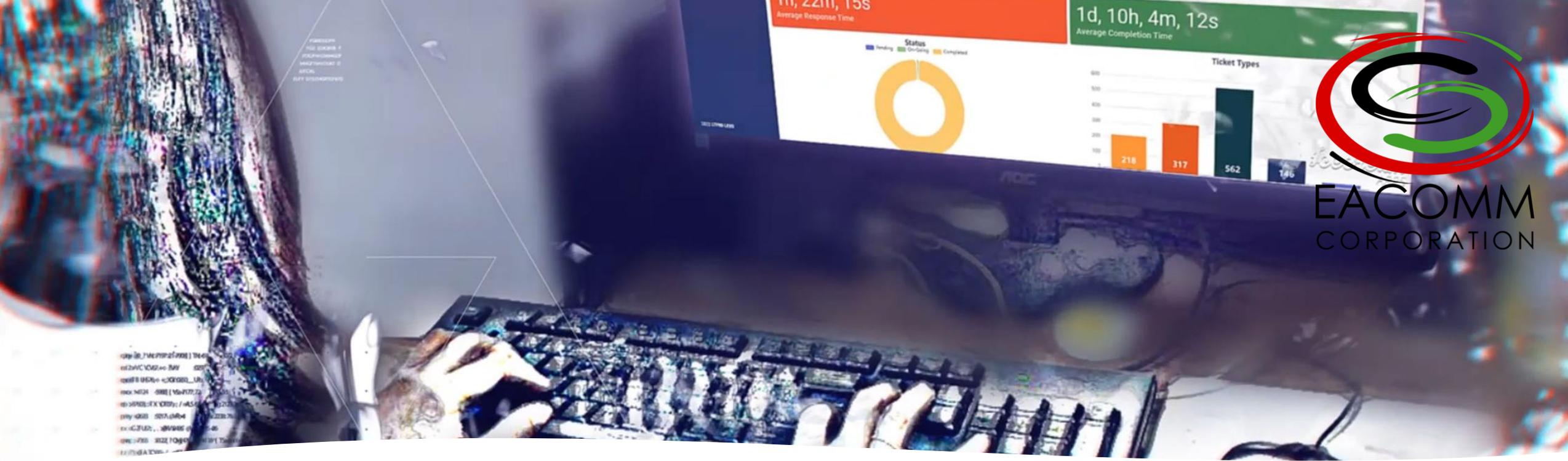
Q&A



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Benefits of AI: Improved Efficiency

- AI automates repetitive and time-consuming tasks, freeing up employees to focus on more strategic work.
- Increased efficiency leads to higher productivity and cost savings.
- Examples: AI-powered chatbots, automated data analysis, and document processing.



Benefits of AI: Enhanced Decision Making

- AI provides data-driven insights and analysis, enabling better decision-making.
- Predictive analytics and machine learning algorithms identify patterns and trends in large datasets.
- Real-time data analysis helps businesses make informed decisions promptly.
- Example: Recommendation engines from social media and e-commerce websites



Benefits of AI: Increased Accuracy and Precision

- AI systems can perform tasks with minimal errors.
- Eliminates human error and biases that can impact outcomes.
- Examples: Automated quality control, image recognition, and natural language processing.



Benefits of AI: Improved Customer Experience

- AI enables personalized experiences by analyzing user data and preferences.
- Recommender systems suggest relevant products, services, or content.
- AI can assist humans in real-time to ensure customer engagement and satisfaction.



Benefits of AI: Workplace Innovation

- AI-assisted workers can focus on the creative, intellectual, and innovative aspects of work.
- *Uses of systems like ChatGPT are only limited by the user's imagination.*



Write a press release in Filipino on the police blotter form below...



Free Research Preview. ChatGPT may produce inaccurate information about people, places, or facts. [ChatGPT May 24 Version](#)

Help me convert the PHP code below to vue.js



Free Research Preview. ChatGPT may produce inaccurate information about people, places, or facts. [ChatGPT May 24 Version](#)

Design a MySQL Database using the spreadsheet below...|



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Provide an executive summary for the excel spreadsheet below....



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Create a one year digital marketing plan for my online t-shirt business. Suggest topics for tiktok.



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Presentation Outline



Risks of AI: Workforce Disruption

- Automation of low-skilled and repetitive jobs. Redundancy of workers doing 1st line customer support, transcriptionists, inventory clerk, etc.
- Need to upskill and reskill workers to maximize benefits of AI in their respective roles.





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Risks of AI: Bias and Discrimination

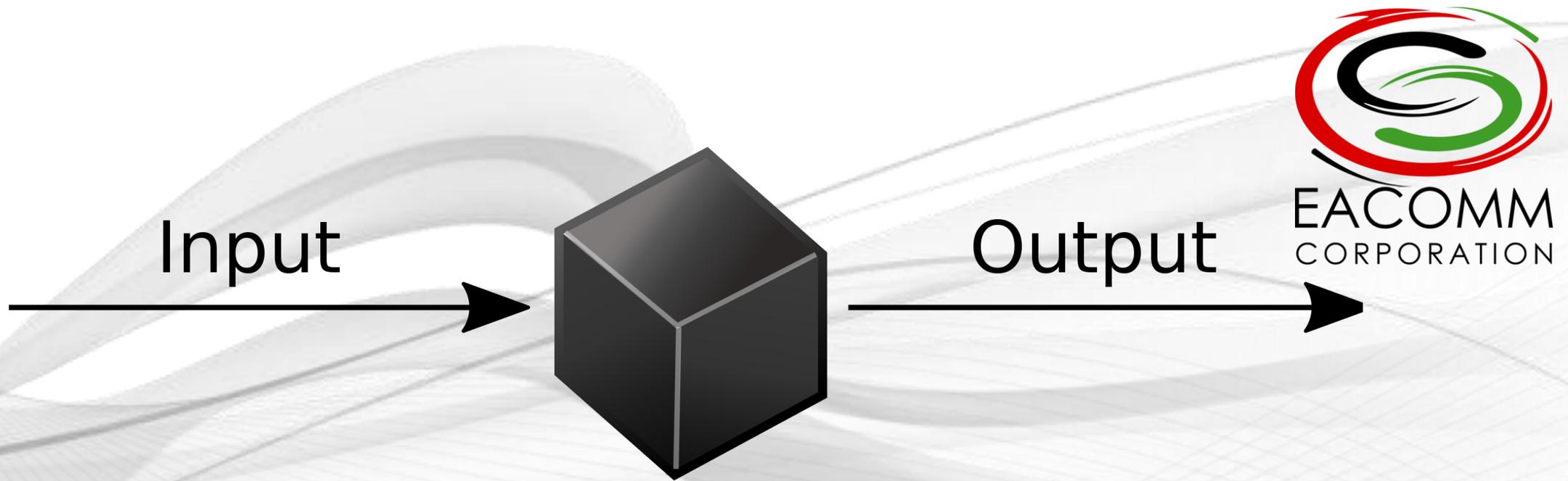
- AI systems may perpetuate and amplify racial, gender, cultural, and other biases present in training data.
- Risks of discriminatory outcomes in areas like hiring, promotions, and customer interactions.





Risks of AI: Privacy and Security

- Concerns regarding the collection, storage, and processing of personal and sensitive data by AI systems.
- Risks of data breaches, unauthorized access, and misuse of information



Risks of AI: Lack of Transparency and Accountability

- Many AI algorithms operate as black boxes, making their decision-making processes hard to understand or explain.
- Transparency is crucial, particularly in critical areas like healthcare or finance.



Risks of AI: **Overreliance and Loss of Human Judgment**

- Relying heavily on AI systems without human oversight or critical judgment can be risky.
- Human judgment and expertise remain valuable for responsible decision-making.

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Managing AI: Define Clear Objectives

- Identify areas where AI can provide significant benefits
- Align with organizational goals
- Ensure AI is used in a meaningful and targeted way



Managing AI: Ethical Considerations



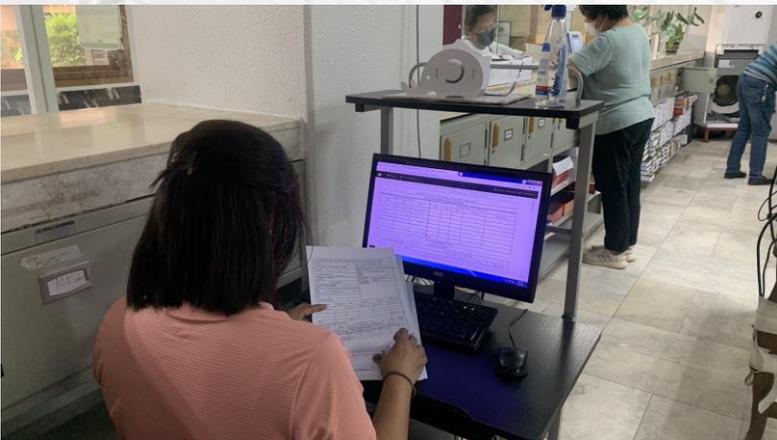
- AI systems should adhere to ethical guidelines to prevent biases, discrimination, and other harmful consequences.
- Establish ethical frameworks and guidelines for AI development and use within your organization.
- Stay aware of the fact that AI systems (especially those developed abroad) may have inherent cultural, racial, and gender biases and take this to account when analyzing or using its output.



Managing AI: Data Quality and Privacy



- AI relies heavily on data, and ensuring data quality is crucial for accurate and reliable results.
- Focus on data accuracy, integrity, and security.
- Be mindful of privacy concerns when collecting, storing, and processing sensitive data.
- Protect the privacy rights and comply with data protection regulations.



Managing AI: Collaboration between Humans and AI

- AI is most effective when it complements human capabilities rather than replacing them entirely
- Provide training and support for effective human-AI interaction
- Foster a culture of continuous learning and adaptation
- Train employees on AI-related skills and knowledge
- Regularly update AI systems to address risks and leverage opportunities



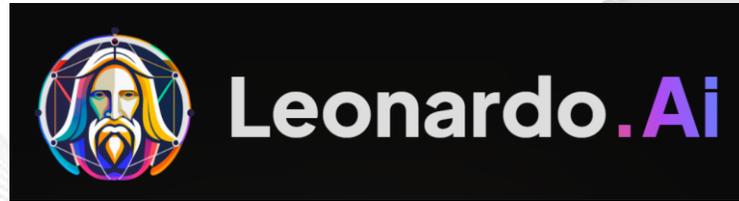
Managing AI: Monitor and Mitigate Risks

- Establish monitoring mechanisms for AI system performance
- Assess and mitigate risks associated with AI implementation
- Implement robust cybersecurity measures



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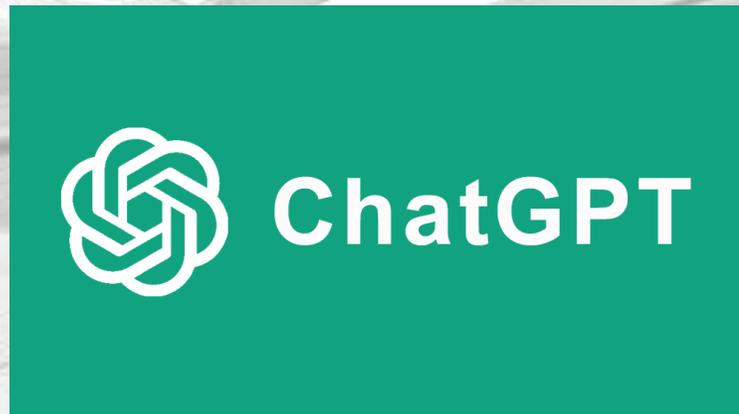


AI Tools Demo

Leonardo is one of many AI image generators that allows you to create photos and artworks based on text prompts.

ChatGPT is currently the most popular AI chatbot. You can do a variety of actions with it such as create articles, analyze unstructured data, and even debug code.

Chaital is an embeddable AI Chatbot built on top of the same engine that powers ChatGPT. Chaital can be customized to answer questions specific to your organization. Use-cases include customer helpdesk, website chatbot, employee assistant.



Presentation Outline



Q&A

For more information about AI Technologies and its applications, email: info@eacomm.com or visit our website: <https://eacomm.com>

