News & Trendspotting
Trends

— Demographic Changes

— Sustainability

— Confirmation Bias and Polarization
Risks

Study finds gender and skin-type bias in commercial artificial-intelligence systems

Examination of facial-analysis software shows error rate of 0.8 percent for light-skinned men, 34.7 percent for dark-skinned women.

*Driverless Taxis Blocked Ambulance in Fatal Accident, San Francisco Fire Dept. Says*

*AI facial recognition led to 8-month pregnant woman's wrongful carjacking arrest in front of kids: lawsuit*

*Phone scammers are using artificial intelligence to mimic voices*
Opportunities

More cases of breast cancer can be found with the help of AI

How AI is helping to save the Amazon

Nearly 20 years after a stroke, a paralyzed woman is able to speak again—simply by thinking—thanks to A.I. Watch here
Snabbpolning

30 nov till idag

Public
Areas of usage

- Self-Service
- Knowledge Management
- Marketing & Sales
- Sentiment Analysis in Conversations
- Recommendations
- Predictions
- Analyses
- Translation
- Voice Assistants
- Image and Facial Recognition
- Graphic Design and Video
- Media for Games, TV, and Film
- Pharmaceutical Research & Medical Diagnostics
- Fraud Detection and Risk Management
- Optimized Search Services
Introducing ChatGPT

We’ve trained a model called ChatGPT which interacts in a conversational way. The dialogue format makes it possible for ChatGPT to answer followup questions, admit its mistakes, challenge incorrect premises, and reject inappropriate requests.

Try ChatGPT ➔  Read about ChatGPT Plus
AI is shaping the future of customer engagements

Increased use of chatbots & virtual assistants
Growing emphasis on voice interfaces
A more personalized experience
Surge in self-service & automation
Streamlined email & chat management

Contact Center copilots
Translations – A non-issue
Enhanced analysis and reporting
Improved Knowledge Management
A more enjoyable & enriching work experience
AI will not take your job but someone who knows how to use it might
AI will not take your job but someone who knows how to use it might
AI will not take your job but it will change your job description
McKinsey Global Survey

“Generative AI has the potential to revolutionize the entire customer operations function”

30-45% increased productivity
29% Have an AI-solution

54% In research phase
Hej! Vad kan jag hjälpa dig med?
The customer meeting of the future
what camera should I buy

Best camera for photography 2023: top picks for every


What camera should I buy? How to choose the right...

1 mars 2022 — Trying to decide which camera you should buy? This is the guide you need. From action cams and travel compacts to mirrorless models and...

The best cameras for photography in 2023

17 apr. 2023 — 1. Canon EOS Rebel T7. This classic, affordable DSLR is the perfect way to get started in 'proper' photography. 2. Olympus OM-D E-M10 Mark IV. 3...

Andra har också frågat

How can I choose a camera?

Which one camera is best for photography?

Is mirrorless or DSLR better for beginners?

What kind of camera do YouTubers use?
A new way to search with generative AI

Get AI-powered overviews and ask follow ups, right in Search.
48% of individuals aged 18-29 feel discomfort when making or receiving phone calls.
Is the customer meeting about to go extinct?
In the US, the fastest-growing in-demand skills since November 2022 are:

- Flexibility: +158%
- Professional ethics: +120%
- Social perceptiveness: +118%
- Self-management: +83%
Difficult for humans | Simple for AI

Simple for humans | Difficult for AI
As humans we are better at:

— Feelings
— Empathy (Understanding other people’s feelings)
— Read between the lines

But perhaps it will become more important in the future to...

— Be personal
— Be insightful and analytical
— ...from our own personal perspective
Conclusion

— Generative AI will transform the customer meeting
— We need to acquire new skills and let go of old ways of doing things
— Customers will have higher expectations now that they know what can be done
— Communication patterns are changing, and we need to adapt
— Self-service, conversational AI, and voice services will become more common and better
— Emotions, a personal touch and people skills are important success factors going forward
“If you don’t think there are opportunities with AI, then in my mind you are a complete moron.”

Nicolai Tangen, CEO Norway’s oil fund
Emma Berglund
Customer Experience Specialist

emma.z.berglund@teliacompany.com
www.linkedin.com/in/emmaberglund1977
https://ace-showcase.com/