

Telia ACE Roadshow 2023

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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

Phone scammers are using artificial intelligence to mimic voices



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



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





Google

 Microsoft

 OpenAI

 Google DeepMind

ANTHROPIC



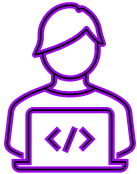
 Meta

Inflection





Text



Code

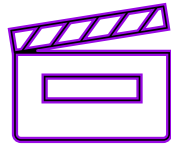
Music



Ai



Voice



Video



Images

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



The state of AI in 2023: Generative AI's breakout year

August 1, 2023 | Survey



29%

Have an AI-solution

54%

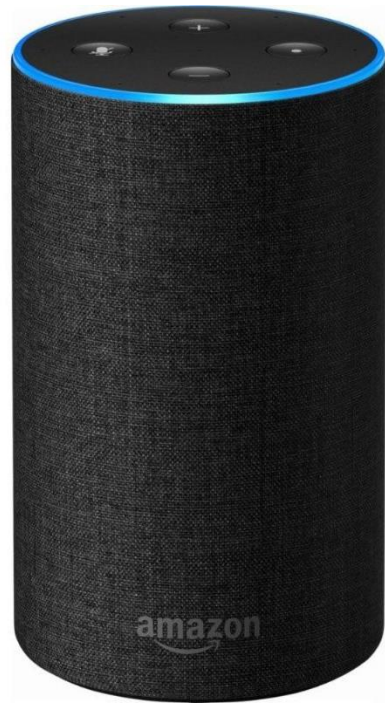
In research phase



Hej! Vad kan jag hjälpa dig med?



The customer meeting of the future



Ungefär 399 000 000 resultat (0,48 sekunder)

techradar.com
<https://www.techradar.com/news> · Översätt den här sidan

Best camera for photography 2023: top picks for every ...
 4 maj 2023 — The best enthusiast cameras for photography ; Sony A7 IV. A near-perfect all-rounder that's great for stills and video · Full-frame ; Fujifilm X-H2.



<https://www.techradar.com/news> · Översätt den här sidan

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 ...



digitalcameraworld.com
<https://www.digitalcameraworld.com> · Översätt den här sidan




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? ▾

Feedback

Sponsrad

 <p>REA I butik</p> <p>Canon EOS 2000D + 18-... 4 190,00 kr... MediaMarkt.se ★★★★★ (2k+)</p> <p>Av Klarna</p>	 <p>REA</p> <p>Sony Vloggkamera... 6 690,00 kr... Dustin Home SE Fri frakt</p> <p>Av AdReleva...</p>	 <p>Canon EOS M50 Mark II... 9 439,00 kr Elgiganten Sveri Fri frakt ★★★★★ (474)</p> <p>Av Klarna</p>
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A new way to search with generative AI

Get AI-powered overviews and
ask follow ups, right in Search.

The Google logo is centered in the image, featuring its characteristic multi-colored letters: a blue 'G', a red 'o', a yellow 'o', a blue 'g', a green 'l', and a red 'e'.

Google Search

I'm Feeling Lucky



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



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<https://ace-showcase.com/>

