Saturday July 16, 2016  How Conversations Work

THE WEATHER WILL BE GOOD THIS WEEKEND.

STOP RIGHT THERE.

YOUR PROPOSED TOPIC OF CONVERSATION IS FAR BELOW THE LEVEL OF ENTERTAINMENT I CAN GET FROM MY PHONE.

I DON'T KNOW HOW CONVERSATIONS WORK.

YOU'RE INTERRUPTING MY PHONE TIME.
Welcome to the future of mental health

Latest study: Woebot established bond with users who experienced a 30% decrease in substance use occasions
COGNITIVE COMPUTING WITH WATSON

SOFT AWARENESS
2017

Chats with Replika

- https://vimeo.com/250440998#t=40s
Meet Kuki!

Mitsuku, or Kuki to her close friends, is a record-breaking, five-time winner of the Loebner Prize Turing Test and the world's best conversational chatbot (according to folks like Google AI Research). As featured in the New York Times, Wall Street Journal, BBC, Guardian, Wired, and Radiolab.

HTTPS://WWW.PANDORABOTS.COM/MITSUKU/
80% of companies will use ChatBots by the end of 2020

Chatbots can cut operational costs by up to 30%.

85% of customer interaction will be handled without human agents by 2021.

50% of businesses plan to spend more on chatbots than on mobile apps.

64% of internet users say 24-hour service is the best feature of chatbots.

There were over 300,000 chatbots on Facebook as early as 2018.

COGNITIVE COMPUTING WITH WATSON

CHAT SERVICE SPECTRUM

Human only

ChatBot redirector to proper Human

ChatBot handles some routine calls

ChatBot handles all but true exceptions (and learns)

Fully autonomous ChatBot

Facilitate Human Conversation

Replace Human Conversation

from Rise of the ChatBots
“TO THE EXTENT TO WHICH A BOT WORKS AS MEDIATOR OR PERSONAL ASSISTANT, I THINK THEY CAN BRING POSITIVE EFFECTS IN SOME WORK CONTEXTS. HOWEVER, IN EXTREME CASES IN WHICH ALL HUMAN INTERACTION ON FUTURE WORKPLACES MAY BE MEDIATED THROUGH BOTS, THE REAL RISK WILL BE ALIENATION.”

— Emilio Ferarra, “The Rise of Social Bots"
“Chat apps will come to be thought of as the new browsers; bots will be the new websites. This is the beginning of a new internet.”

— Ted Livingston, CEO and Founder of KiK
1. Catering
2. Primary care physicians (not "big medicine")
3. Veterinarians
4. Customer service
5. Architects
6. Automobile dealerships
7. Political campaign organizations
8. College acceptance committees
9. Town governments
10. Cybersecurity
11. Electrical power providers
12. Game designers