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 in 2018.

Chat Service Spectrum

- **Human only**
  - ChatBot redirector to proper Human
  - Facilitate Human Conversation

- **ChatBot handles some routine calls**
  - Replace Human Conversation

- **ChatBot handles all but true exceptions (and learns)**
  - Fully autonomous ChatBot

(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