Thanks Jiayi for giving us a clear comparison between human intelligence and artificial intelligence. I think AI replace human doesn’t mean intelligent robots taking over the world and human beings are oppressed and enslaved. As mentioned by Jiayi, AI can be better at many cases than human such as natural language processing, planning, problem resolving and so on. That’s also the result of Turing Testing. Now I will share a real case of natural language processing.

The Double-12-Day of this year has just passed several days, I believe that many of us have gone shopping online, so the below cases should happen frequently. But can you imagine that how many customers are in the same store with us and talking with the customer service staff at the same time. How can they reply us quickly? Is there a human staff group behind of the screen? Of course not, the guys talking with us may be Ali honey chatbots

The honey chatbots are the customer service robots which have the largest daily customer reception of the world. At Double-11-Day of 2017, they total received 120 million conversation requests. If we assume one human staff can handle 250 request every day. Then we can figure out they can take the responsibilities of 480 thousand human staffs’ work.

As a member of honey chatbots, AliMe received more and more customers. In 2015, they received 870 thousand customers. In 2016, they achieved a greater success and received 6 million 320 thousand customers, about 8 times as much as the volume of last year. In 2017, they received 8 million 940 thousand customers, so I believed that they would receive more and more customers in the future.

The store honey is also a member of honey chatbots. It was launched on March of 2017. More than 50% of stores in the TMall applied it. In 2017, they totally received 690 million conversation requests and 164 million customers. The daily trading volume was 130 million yuan. The average delay had been reduced by 40%. By using them, many online stores earned more than 1 million yuan in that year such as apple store, Huawei, vivo and so on.

Based on the samples of mine. We can say that AI can replace human in such repeating works. Besides it. AI can be more competitive than human in other domains too. Now let’s welcome the next speaker, Sally.