# Mobile App Research Assignment - Part A
Marcus Vuorinen

Storage is the key to having smooth and successfully running mobile technology. When a mobile device is limited in storage performance is guaranteed to drop, with no good or permanent solutions to the problem, without having to buy more storage space on the cloud. Buying more cloud storage only creates a slower way to access your data. To be able to download any new updates on a majority of mobile devices when you are limited in storage you are sent through a spiral of supposed solutions. You have to delete your personal photos or move those photos onto another device or application, you have to delete or offload applications that you may like to keep the progress on, and many other alternate "solutions". You do all this for a simple upgrade of your phone to the new IOS for example just so your phone can run smoothly and to gain the new features of the update. Mobile technology needs major improvement when it comes to the amount of storage a device has that is not on the cloud, although that is an option on some mobile devices more storage is not affordable for many people. Storage and its affordability needs to be severely improved.

In the years to come, mobile technology will most likely become more automated and applicable to our daily needs. Google AI has already gained the ability to book and schedule appointments for you over the phone with only more to come. Language recognition and automated search engines that will provide relevant answers and have a conversation with you about the subject could very well be in our future. Along with AI improvements, there will be better and faster connectivity to cell towers and Wi-Fi hotspots. Mobile cell coverage would also see improvements geographically to lessen areas without coverage, potentially a satellite-based system. With many improvements in the last ten years, it is difficult to predict what will happen in the coming ten due to the rate at which we are developing new products.

That being said, we should also be wary of the role that AI plays in our society as it could cause many issues such as; economic issues, data security, and lack of transparency.

Many jobs will become more and more obsolete with the innovation of mobile technology. For example, systems and applications such as mobile ordering on tablets at dine-in restaurants create a lack of need for servers as the order is taken by a mobile device and sent straight to the kitchen. Even some restaurants have introduced robots that bring the food straight to your table and drop it off. Along with this more jobs may be created for those who run and create these systems. A job that will be ultimately impacted the most is support desk assistants, when you contact a product support 9 times out of 10 you will first be connected to an AI bot that will help you with any issues you have, and then if needed you are passed on to an agent. However, in the years to come with more improvements the AI-generated bots will be more dominant in the support requests than the actual support agents. Code programmers will however become more dominant as they will be the people creating and putting together the systems and codes that allow these AI bots and systems to ultimately become successful.

Citations;

[1] L. Chang and J. McGrath, "Google Duplex uses Google assistant to call and book appointments," Digital Trends,

https://www.digitaltrends.com/home/google-duplex-call-book-appointments/ (accessed Sep. 17, 2023).

[2] "Work in customer service? ai is 'absolutely' coming after your job," euronews, https://www.euronews.com/next/2023/07/19/ai-is-absolutely-coming-after-your-job-if-you-work-in-customer-service-but-its-not-all-bad (accessed Sep. 17, 2023).