



MeetMemo AI Summary

■ Meeting Information

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Summary

• Title

AI in Workflow Optimization, Leadership Management, and Customer Support

• Executive Summary

The session covered the application of AI in workflow optimization, leadership management, and customer support. Speakers discussed the potential of AI to automate tasks, improve efficiency, and enhance leadership practices. Key insights included the importance of human control in AI deployment, the need for clear data curation, and the challenges in AI adoption and integration within enterprises.

• Participants

- Geraldine Woluk-Adami (CEO, Good4Work)
- Anant Barwaj (CEO, Instabase)
- Ryan Wong (CEO, Assembl)
- Ryan Starks (Head of Marketing, Rising Team)

• Key Points

- 1. Workflow Optimization:** AI can significantly reduce processing times for tasks like loan applications, tax filings, and immigration. The focus is on ensuring reproducibility and predictability in AI systems to handle production-level workloads.
- 2. Customer Support:** AI can automate tier-one support and improve productivity in tier-two and tier-three support by handling routine tasks and providing insights for better resource allocation. However, there is a need for clear understanding and education on AI capabilities.
- 3. Leadership Management:** AI can enhance leadership by providing personalized feedback, understanding team dynamics, and improving team engagement. The challenge

lies in balancing AI with human interaction and ensuring managers are equipped to handle AI-driven insights.

4. **Data Curation:** Proper data curation and maintenance are crucial for effective AI deployment. The quality and trustworthiness of data significantly impact AI outcomes.

5. **AI Adoption:** Enterprises face challenges in AI adoption due to lack of understanding and preparedness. Writing down processes and maintaining a source of truth are essential steps for successful AI integration.

• Action Items

■ **Education and Training:** Provide more comprehensive education on AI capabilities and use cases to senior executives.

■ **Data Management:** Implement robust data curation and lifecycle management practices to ensure data quality and trustworthiness.

■ **Manager Training:** Upskill managers to effectively integrate AI tools and leverage AI-driven insights for better leadership.

• Next Steps

■ **Further Research:** Conduct more research on the long-term impact of AI on organizational structures and manager roles.

■ **Collaboration:** Encourage collaboration between AI tool providers and enterprises to address specific use cases and challenges.

■ **Continuous Learning:** Promote continuous learning and adaptation within teams to keep up with rapid technological advancements.

■ Full Transcript

Meeting Facilitator [0.00s - 19.04s]

We're going to cover healthcare, workflow optimization, leadership management, and customer support. So let me briefly introduce our distinguished panel. Moderating today will be Geraldine Woluk-Adami

Meeting Facilitator [21.36s - 57.44s]

She is the CEO, founder and CEO of Good4Work. They're an expert in workplace innovation and leadership. Joining her will be our three panelists. Anant Barwaj, CEO of Instabase, a leader of enterprise automation. Following Anant will be Ryan Wong, co-founder and CEO of Assembl. He specializes in workforce management solutions. And lastly, Ryan Starks, head of marketing at Rising Team, focused on leadership and team development

Meeting Facilitator [59.44s - 82.56s]

We'll have time for questions at the end of our session. So at that time, please raise your hand and we will try to get a microphone to you. Also at this time, just a reminder, please silence all your devices so that our speakers remain uninterrupted. Okay, now please join me in welcoming our distinguished guest to the stage

Speaker 1 [82.56s - 112.32s]

On your far left will be Geraldine, followed by Anant. Then you have Ryan Wong and Ryan Starks. Thank you guys for joining us and sharing your wonderful insights today. Geraldine, over to you

Geraldine Woluk-Adami (CEO) [112.32s - 139.04s]

Yes. Hi everyone. How are you feeling? Good. Okay. I'm so excited to be there with three seasoned entrepreneurs to tackle one of the most critical and strategic topics in AI. So we are going to talk about workflow optimization, leadership management, and customer support

Geraldine Woluk-Adami (CEO) [139.04s - 204.00s]

From workflow optimization system to leadership customization tools for customers to being onboarded and learn the specific use case. So we are going to learn the specific use case that deliver AI and avoid how to avoid the pitfalls that can destroy value. So we didn't want to have another high marketing session here. So that was our goal from the start to share with you guys some real use case that are based on the experience of these three seasoned entrepreneurs. So let me introduce them very, very quickly before going to the to the question. So you have a little bit of context. So Anant is a Stanford MIT alumni, founder and CEO of Instabase, Seri-T company, 2 billion valuation, 300 employees, and powered Instabase

Geraldine Woluk-Adami (CEO) [204.00s - 316.72s]

It's powered by Generative AI and Adjantic Enterprise. So basically, its platform intelligently analyzes structures and transform data into immediately actionable business insights. So this is Anant. Then we have Ryan from Ascend Lead. So Ryan has his area of continuous knowledge, his AI has applied to modern enterprise for customer support applications. He talked primarily to chief customer officers and support operations leaders. This company founded in 2018, who were AI support agents and work for planning for hundreds of other enterprises, including NC, Robin Hood, and Stripe. And Ryan starts. Ryan is the head of growth at Rising Team, a company helping enterprise organizations like Google Cloud, Airbnb,

Cisco, Bizarre. And more help their managers use AI to improve their leadership and develop stronger, more connected tips. So what I really like about this session is that we are going to tackle also the strategic level and not only the band aid of AI. So let's start with Anant. Anant. So you have an extensive experience in the financial industry, but not only government as well. And I'm sure that you have tons of insights to share and use case and learning. So how do you want to start? To you. Thank you

Anant Barwaj (CEO) [316.72s - 350.48s]

It's great to be here, Anant. I think, so first I'll give you a brief overview of what we do. So our goal is how we can help. Artistic intelligence plays an important role in automating many of the things that are being done either manually or not being done effectively. Now here's another example. So let's take your bank. When you apply for loan, the reason why they take several days or weeks to process it is because you have a processor, data, and your organizations. And again, you can do a lot of those things

Anant Barwaj (CEO) [350.48s - 389.36s]

If you go file your taxes, if you go apply for immigration, if you go apply for insurance claims, all of these things take long period of time because traditionally most of those have been done manually because there was not enough intelligence in AI systems that they would process these complicated, sophisticated, unstructured data automatically. So our goal is how we can enable these organizations, take these data, process them automatically, and help them make decisions. So the examples could be if JPM wanted to give you a loan in less than 10 minutes, now it is possible that you can do most of the things

Anant Barwaj (CEO) [389.36s - 428.32s]

Or if you want to open an account, or if you want to get insurance claims, or if you want to apply for immigration, these things should be doable in 5, 10, 15 minutes. They should not be days and weeks. So that's what we do. Now the question is what we have learned and what are the key insights to share. The key lessons is first. I think I'm very, very bullish on AI. I think AI will play a key role and very important role in fundamentally changing the operational productivity of every single organization, every single industry in the world. So I'm very, very excited. Now at the same time, how do you approach it is critically important

Anant Barwaj (CEO) [428.32s - 447.60s]

Right, because one of the important programs that we run for lending or healthcare or for government, you want to make sure that if you run second time, you get the same result. Your complete reproducibility, complete predictability, complete determinism, that you make sure that it's not acting differently if you run three different times. Those are important

Anant Barwaj (CEO) [447.60s - 457.60s]

And I'll get to one of the details later, but our focus is how do you use AI so that you can rely on these systems to really handle production level workloads

Geraldine Woluk-Adami (CEO) [457.60s - 482.40s]

Thank you, Ryan. And Ryan, would love you to take also in terms of AI engines and customers' reports of being the most impactful in terms of automation or human in-loop augmentation or something else. So what can you share with us first?

Ryan Wong (CEO) [482.40s - 582.88s]

Yeah, I think very similar takeaways to what Anon was sharing about workflow automation. I think right now customer service is one of the most obvious. You take the AI camera and you

go hit the customer service nail and kind of automate everything away. My background is machine learning. I worked at Stripe on fraud detection, actually. And the reason I'm working in customer service was back when it was ML or big data, even, not AI. It was like, let's go automate this away. And then if you go do that and you go fly and maybe you handle a lot of the trivial, simple tickets, like 20, 30% of that. And then there's still a lot left. And I think everybody has had that experience with customer support. Okay, no, that does not solve my problem. Hit me to a person, like right now, right? So I think it's actually quite nuanced, the deployment in customer service, even with, you know, what's happening with AI is quite different from ML. And, you know, there's like automation of tier one support for sure. There's a lot of productivity gains for tier two and tier three support. Like humans are getting better. You know, co-pilots are making them more productive, taking away toilsome manual work. And then there's also AI in the planning. So some of what Assemble does is like both the AI automation for end consumers, but also DoorDash is one of our customers. They have 15,000 people in the contact center. And there's very deep questions around like how many people should be working, what should they be working on, this kind of like matching of supply and demand. So I actually think like the use case in customer service is quite nuanced and it is this interesting blueprint for the rest of the enterprise too

Geraldine Woluk-Adami (CEO) [584.80s - 611.28s]

Thank you, Ryan. And to you Ryan, but more this time on the leadership side, I would love to have your take. Most gen AI tools and to automate tasks, as we mentioned, and even with this family place roles. How is Rising Team using AI to actually strengthen our manager needs? Well, thanks, Geraldine

Ryan Starks (Head of Marketing) [611.28s - 743.68s]

I'm excited for this conversation. We're really thinking about the operating system and, you know, there's the technical level. There's, you know, how we plan. But then there's a little human level of how we incorporate this technology and also how the workforce has changed. So I know there's a lot of solo entrepreneurs out there, but how many folks in the audience are working on a team? Whether a manager or a team member, right? Who would say it's easier today to work on a team? Who would say it's harder? Yeah, so, you know, a mix of both, but certainly, you know, certainly folks, you know, that don't appreciate how difficult it is. It's always been hard. What's that? It's always been hard. It's always been hard. The truth is it's always been hard and it's getting even harder, right? With, you know, remote work or your team are distributed. Sometimes they're halfway across the globe. You know, many organizations and large enterprises today have also gone through, you know, significant cost-cutting initiatives as well. So, trimmed management layers. And so, you know, the ratio of the manager to team members is actually much higher today. Higher in terms of team members. And so, the, you know, the way then that you lead a team is just very, very difficult. And, you know, really when, you know, for enterprises, you know, the way that they're going to deliver on their strategy and their goals is having really high-performing teams. And there's a lot of science behind, you know, the rationale of having teams that are very highly connected and engaged and how that actually unlocks higher team performance. But, in circumstances where it's really hard today, there's new approaches that are needed. And so, if you're a manager, you want to build a really, you know, deeply connected team. You need to know your teammates. You need to understand, you know, their work preferences. You need to tailor your management style. You know, then doing that for, you know, a global distributed workforce. And with, you know, your, your, your, your, your, your, your, your, your, your, your, your, your, your, your, your team members. The task is really hard. And so, this is where there's opportunity for, you know, AI to help kind of supercharge a manager. By actually incorporating insights about their team members and personalizing their interactions

Ryan Starks (Head of Marketing) [743.68s - 773.04s]

And so, you know, understanding how to deliver feedback to a specific team member and then, you know, when you're delivering feedback to another team, of actually tailoring your approach to be more effective. And it's hard for managers to remember details about team members. You might have new folks coming on your team and there to ramp up time. So, this is where there's a lot of opportunity for AI to, you know, empower, empower managers, make them more effective in how they're managing, and then do that at scale. Okay

Geraldine Woluk-Adami (CEO) [773.04s - 790.48s]

Okay. Awesome. Ryan, what are the most common friction points when enterprise deploy AI engines? And of course, the one million questions, how can they be avoided?

Ryan Wong (CEO) [792.88s - 928.96s]

I'd be curious for other people to weigh in on this too. One of the things that we see as friction point is that it's so obvious that customer service should be disrupted by AI that people don't know what to actually do. I was talking, I was in Barcelona two weeks ago talking to actually somebody who was this very sophisticated support leader. She was with DoorDash very early on, now at a company called Snunu. It's a delivery app in the Middle East. It was a billion dollar fundraise out of, I think, Qatar. And she was like, you know, our whole executive team, we know, you've got to have AI. Right now, yesterday. You know, you've got to have it right now. But like, what does that actually mean? And she's like, our whole C-suite, you know, these are senior leaders and we keep hearing about AI. And we don't really have time to come to conferences like this and get deep and understand, like, what's really going on. And it's like, it seems so far away to know how does it actually work, let alone what, you know, what can it actually do. And so in customer service, you've got like every single week there's a new company and they raise a shit ton of money. And then it's like, okay, they do this thing and it's like, does it actually work? You know, what are the results? So the simple thing is like, I think people know that they want AI. They don't know exactly what that means or how to do it, I find. And so like, we've spent a lot of time at Assembled investing in almost like a 201, like not 101 level education, 102 level education, like 201. You know, like the survey of like, okay, but we're going to do a class where we're like, explain to you, like, and not just like networking dinners. Like we're going to get like five executives of customer service together, do a 201 survey of like, okay, here's all the different use cases we've seen. Like pure automation, AI agents for chat, for email, for voice, co-pilots, quality assurance, co-pilot for like workflow automation. Like, okay, here's how it integrates with like RPA too, like robotic process automation. So it's a little bit older all the way into workforce management, forecasting. So like really like giving people the landscape of, okay, these are things that you know about, like use it like specific problems. I mean, here's how it ties to this like firm role. So the full survey, but, but I, I think it really, I mean, again, I'm curious if other people see that. It's like, what is AI actually?

Geraldine Woluk-Adami (CEO) [930.16s - 960.16s]

Yeah. Thank you. Thank you so much. And we'd love to have your take on this because you have been, you are one of the pioneers. I've been working on that for eight years now. So obviously you are, you could, you could attest of the curve of innovation and maturity of everything. So what in terms of your learning and latest use case, what do you want to share with us to, to provide value to our audience?

Anant Barwaj (CEO) [960.16s - 1076.48s]

Yeah, maybe I think it would make sense to take two different perspectives. One, I'll take one technical perspective and second is the business level of policy. So technical perspective, I think if you look at the use of AI, I break that into roughly, I think, four different levels. The first one is if you want to learn people going to JackGPT or cloud and asking some questions, that's the first level of productivity. But if you want to do it on your own data, it would be trained on internet data. So second level, I think, of sophistication. What I've seen is some kind of rag

where people connect it with their systems and it will do some retrieval from your stuff and then get your answer. Third level of sophistication that I've seen now work reasonably well in some places is kind of like the tool augmented rag. So you're not just retrieving, but you are taking some actions like query database and pulling stuff from Salesforce and doing those kind of things. But still, I call this like tool augmented draw and drag. And I've seen those people have done some kind of small, small things around these three areas. The next two is much more nuanced, which is, and I think that's what Ryan was talking about, the first number four, which I call AI workflow. Yeah, workflow is a set of steps where AI can assist in those things, but who does the reasoning? Who defines what should happen? And the last one is agentic, which you all must have heard. So I have some controversy to take on the technical part of this, which is, I do not believe that agentics should run in production. And the reason for that is the following. Even if you're running an organization, right, not a human or a support person sitting on the, you know, branch desk or branch table make a decision based on what they think. They don't, right? They make based on defined workflow. They follow the exact set of steps that somebody has to, as your process in the company. Like if you want to, some, you know, person and then steps in and decide whether you should get it out or not, right? They basically go, submit, they run for some things

Anant Barwaj (CEO) [1076.48s - 1134.48s]

So I think that the reality is the way I see technically things will get deployed is agentic would play an important role in helping you create these workflows, but then humans would come and decide which steps make sense, which steps do not make sense, which steps require human review, which steps require rejection checks, which steps basically need to be validated in a certain way or whatever. But once that is created, then you have that that generates like more deterministic workflow, which runs in production. Typically, it's always a good idea to take lessons from what has worked well. And I think one tool that I've been reasonably impressed with is some of these coding tools, right? You might have used Cursor or Windsor and some of those, and I use them a lot. But you don't allow agent to go write code and then post in production, right? It didn't work that way. You ask agent to create those, but then you go to it. You make change, you test it and everything looks good. Then you put something that is much more deterministic

Anant Barwaj (CEO) [1134.48s - 1152.96s]

So our approach is that agentic AI would be more of build and development time phenomena that will allow you to create a bunch of work projects scale, but runtime phenomena is going to be AI work approach, which would be much more predictable, deterministic, explainable, instrumentable, and so on

Anant Barwaj (CEO) [1152.96s - 1170.80s]

So we have taken a very clear scan that we will use agentic in human AI collaboration only during build or development time, never in production, and production would be AI workflow. But AI, there should be an important role in key steps, but with much more checks and balances in place

Ryan Wong (CEO) [1170.80s - 1190.00s]

I'm curious, I like your breakdown of the different levels of AI understanding. Where do you think most of your customers are? Are they at the sophistication of the different, do they understand the distinction of agentic? Or is it at the level one, like, okay, how's this different from Chai Chabiti?

Anant Barwaj (CEO) [1190.00s - 1209.84s]

Yeah, so I think the, no, so basically you have to tell them, because what is agentic? And if you ask ten different people, they will give you ten different answers. So we also have a very clear definition of what agentic is. Agentic is just think of a magical function where you give your goal and set of tools, and that's it, nothing else

Anant Barwaj (CEO) [1209.84s - 1232.08s]

AI should be able to autonomously be able to figure out how to use these tools and how to check it, how to correct it, how to do whatever, retract from some mistakes and all that kind of stuff and do it. And this is very, very powerful, right? Like, you just give a goal instead of tools and you should be able to figure everything out. But that comes with a ton of dangers, right? What if it uses the tool in the wrong way? What if some tools can have some side effects?

Anant Barwaj (CEO) [1232.96s - 1253.52s]

So, in general, I think it could play an important role, but those simple goals and tools should be used to generate what I will run in production. This will be run on some test and sandbox data set that, as human approves, and then ask about the checkboxes and then you define a predictable workflow and then you run it. So, I think where most of the customers are, once you're passing directly,

Anant Barwaj (CEO) [1253.52s - 1293.52s]

most of them are still like the production deployment that I have seen is classic like drag or tool-oriented drag a little bit. That's where people say we are, like, if you look at every few weeks, they log by JP Morgan and Goldman that we are now doing this with AI. It's literally some simple drag system, right? Like somebody's doing some query on some data that they're indexed. And I think that we have seen agentic primarily encoding. That's where we've seen some stuff. The workflow area is fully open. Whoever figures out the best way to do it, that's a massive, like, I think, trillion dollar market

Anant Barwaj (CEO) [1293.52s - 1304.88s]

So, whoever figures out, like, what is the entire life cycle of workflow creation and production running of those workflows are liable, that's a trillion dollar market

Geraldine Woluk-Adami (CEO) [1306.32s - 1329.44s]

Yes, thank you. Thank you, Ellen. And for sure, human control through the process is super, super important. And this is a majority of agentic AI. But I love your, you know, your way of picking up our awareness on the topic

Geraldine Woluk-Adami (CEO) [1329.44s - 1349.60s]

Ryan, because you are close to the strategy of company, and I think the answer might be there, the closer you are to the strategy of the company in the end, and you make sure that the tech is really a tool to the service of the strategy, which is a winning, winning answer

Geraldine Woluk-Adami (CEO) [1349.60s - 1363.92s]

So, for you, can you share an example of large enterprise with really moving out to AI for team development at scale, and what impact they are seeing?

Speaker 1 [1363.92s - 1392.00s]

So, it's sticking. Yeah, absolutely. Like I said, Ryan is right, too. Like, we've seen, you know, a spectrum of adoption in terms of, hey, there's kind of a one-on-one level of, you know, I want to, you know, learn how to use AI and start to incorporate it on a daily basis versus, you know,

actually getting more of like a two-on-one level of, like, okay, how's it going to change my behavior? How can I be differently? So, we certainly see a spectrum of that development

Ryan Starks (Head of Marketing) [1392.00s - 1431.16s]

One of our customers, Google Cloud, has adopted our team leadership development platform and the AI coaching aspect, you know, across a lot of engineering and cloud teams. And, you know, what, what, what, the way that they implement it has aligned with their strategy around building more trusted teams, building more connectedness. So, they're actually running experiences usually on a quarterly basis, you know, as a team, you know, with a group, building, you know, more connectivity and team skills. The insights from those sessions are then incorporated into the AI coach that then managers and team members can access on a daily basis

Ryan Starks (Head of Marketing) [1431.16s - 1450.20s]

And so, what we've seen is that, you know, by running more sessions and incorporating that feedback is you can drive up manager effectiveness scores, you can drive up, you can drive up, you know, connectedness and trust. And so, we see, you know, overall, you know, team engagement scores go by 60 to 200%, which is very, very significant

Ryan Starks (Head of Marketing) [1450.20s - 1489.20s]

And that can be, you know, driven by a manager specifically dialing in, you know, what they need to focus on, whether it's, you know, improving feedback on their team or helping with resilience versus implementing something that's very generic. So, the AI can then actually learn, you know, what the team needs. So, based on, you know, based on what team members are saying, different feedback they're providing, the AI can then guide the manager to focus on a specific skill area or focus area for the team the next quarter. And so, it becomes, you know, whereas, you know, engagement surveys have become very generic, you know, and teams have also, you know, gone through different corporate trainings

Speaker 1 [1489.20s - 1510.20s]

And this can actually provide a very customized approach based on the team and the manager and the focus, which helps drive with results. Ryan, can I ask you a question? So, this is something, I don't know what you, you both, you both run a company, but I have seen in the last 10 to 12 months, mainly in the last six months,

Anant Barwaj (CEO) [1510.20s - 1548.20s]

now the fundamental difference that AI makes between, let's say, a good software engineer, I was like, okay, software engineer and great software engineer is no longer 10x or 50x, maybe halimax, because with tools like this, I would add and code, like really, really people are able to just get so much done so quickly. I find that a lot of the managers and leaders basically, they just add the bulk and, you know, slow everybody down rather than adding to other values. I think, like, what is the new organizational structure in the AI? I think that the majority of the managers are required. That's what I think about the question

Ryan Starks (Head of Marketing) [1548.20s - 1576.20s]

It's a really provocative question, but yeah, the trend of organizations getting thinner, a manager being able to manage across more teams, and then to your point, the productivity of an individual engineer could be 100x what it was in the past. So it very much can also just change the interactions between team members or functional collaboration versus the vertical orientation as well

Ryan Wong (CEO) [1576.20s - 1646.20s]

I'll take the other side of this. I agree. The gains to somebody being really effective with tools are larger than ever, so you see more dispersion between the top and the bottom. I even saw a code review come in from our team who was out at a dinner, and somebody put in a pull request through Codex. I was like, that's awesome. I didn't know exactly who that is. But I think that, if anything, ironically, that made bank management even more important, because there is this huge correlation between the top managers and the bottom managers. You see attrition tied to it. You see unhappiness tied to it. We went a year and a half without running a pull survey, and we're actually about to do it again. And I think it is because, oh, what was holding us back before wasn't necessarily, we don't want to know what people think, and we don't want to give that information to managers. It was like, well, we might not have the bandwidth to act on it. And I do think managers have a really important role in the world where, yeah, we don't need to have 15 to 1, 10 to 20 to 1, or whatever ratios. Yeah, spend some really close time together with the best people you're talking about

Anant Barwaj (CEO) [1646.20s - 1691.20s]

The question is, I think, engagement survey and pull survey, those are more of the trading indicators. And, right, so I think the key question is, given that inequality is going to widen in a significant way, and many of the managers basically might have even hard time knowing, like, how do you handle such inequality? Like, in the performance review, I feel like, yeah, somebody performed 40% more, you know, 5% more. But now the difference that you see is just insane. And what is the way to, like, get effective outcome, or still keep people in a good place? Is there a balance that you all just think? No. You can get all that, but then

Ryan Starks (Head of Marketing) [1691.20s - 1714.20s]

I was going to say that, you know, I think that the pace of change in every organization is just accelerating. And so, you know, building the capacity and resilience for, you know, whether you're a manager or a team member, just to be able to absorb and react and respond to that whole change. I think he's also a skill that's really needed and continue to be needed, you know, at this pace

Ryan Starks (Head of Marketing) [1714.20s - 1718.20s]

I can tell you one of the really specific things that we've chartered our managers with,

Ryan Wong (CEO) [1718.20s - 1743.20s]

and that we've also told our customers that they should have their, kind of, like, management layers. And granted, there's a difference between Assemble and our customers. Our customers are running, like, large support teams, so, you know, and we're a technology company, so I think there's a little different of a need. But I think for all of them, it's, like, figure out how to help your team make AI-specific. So, like, I found that, like, I have to, like, keep up every three months, every two months,

Ryan Wong (CEO) [1743.20s - 1769.20s]

oh, now you're able to do codex, you don't have to, like, just do cursor where you're, like, you know, sitting there at the computer, you just, like, drop it into your mobile phone, and it's just, like, it's really hard to keep up, and I think the really great managers are helping their team to keep up. And in support, it's like, okay, this is what your role is going to look like six months from now. By the way, if you use GPT-003 instead of 4.0, that's going to help you a lot. So that's something we've specifically chartered our managers with

Geraldine Woluk-Adami (CEO) [1769.20s - 1786.20s]

Yes, and I think the manager has a more and more competitive role today, and that's the point. And most of the managers are not that stable because we've done so fast that they need to keep up with the learning,

Speaker 1 [1786.20s - 1815.20s]

which is quite different with the tech, which is different. So it's more about what we need in terms of skills for that new manager who is able to get the insights from his team and the little more labor, but still have an impact at the leadership of our role. So for sure, it's a new topic, and upskilling manager is one very important topic

Geraldine Woluk-Adami (CEO) [1815.20s - 1859.20s]

As we are going through the end, I would love to have your perspective about what you see coming in the next few months, so changing our perspective by looking forward. I bet maybe you were there last year on stage, maybe sharing, and you see how much it has been so fast. And the maturity curve about agency and AI, etc. So what is your take about what is, what advice would you give to leaders in the next months, based on what you think will be the future?

Anant Barwaj (CEO) [1859.20s - 1936.20s]

If I would give an advice, I would give something different. So yeah, advice would be that AI will play an important role. It will change every single industry, every other function. So do not hide it, get along with it. I think it will hurt you. I think in terms of the future, just a second question. I was thinking, this is just a part of my mind, I was trying to play with the system. Basically, I was looking at how do you get value from computers? The way you get value from computers is by your eyes, you see things clean, and you input things by your hand, right? The mouse and keyboard. And I think that maybe the next most powerful AI would not be based on tokens and those kind of things. It should just see things and operate keyboard and mouse. Because if you can do that, it will give you everything computing as well. So I think that I'm sure that future AI would not look like maybe the current AI the way it looks. If you want to do real agent, then maybe like, this should be replacement of human body models, right? With your hand and fingers that you use for operating the mouse and the keyboard. If you do that, I would continue to do that. So we will see that when that now AI doesn't know

Speaker 1 [1936.20s - 1951.20s]

Thank you, Ryan. Awesome. And we have a few minutes for questions. If you guys would be willing to answer some questions. But of course, I want to give you some time to share your final takeaways. Thank you, Ryan. And Ryan

Ryan Wong (CEO) [1951.20s - 2005.20s]

You want to come to me? I'll just say super quickly, like the myopic topic of enterprise, I think there's a lot, what we will see in three months, six months, there's a lot less, or a lot more of the kind of like preparation for AI. I'll tell you what I mean. Like in customer service, the biggest slowdown of adoption is just like, even now being processes, not even like brag, but like we didn't write anything down. We don't know what the refund policy is. Like it's just in somebody's head. And it's just like somebody's got like a project manager have to go figure out like, okay, what do we actually do in this situation? So I'm hearing a lot of that. The value of writing stuff down, writing stuff down, that's quite high. I think more and more organizations are realizing, well, we got to like put this stuff down on paper before we put AI into it

Ryan Starks (Head of Marketing) [2005.20s - 2050.20s]

I think the biggest trend that I would see over the next year is not looking for external tools or other platforms, but actually looking at where work happens in those spaces, whether it's on Zoom or in Slack or Microsoft Teams, and I see a lot of AI tools in the team building space coming into those tools, you know, rethinking how you actually build teams and engage employees and how you manage. You can imagine, you know, an AI agent understanding that the team resilience is really low. Here's, you know, how to actually coach a specific team member before you're one-on-one, just having that information presented to you right in Slack. So I think there's a lot more kind of incorporation of AI into existing tools. You really see that, you know, happening right now

Anant Barwaj (CEO) [2050.20s - 2073.20s]

I want to add one comment to what Ryan said. The writing is so important. That is such a profound statement. There should be one takeaway from this entire panel, and that should be that part. I can't tell you why. There is so much money that is being spent with AI that will solve your search problem and all that. I think you're inviting that AI would not solve enterprise search. The enterprise search is not a search of AI problem, it's a data problem

Anant Barwaj (CEO) [2073.20s - 2110.20s]

On the internet, it works because you have one of the websites where people maintain a source of truth on the URL, and that's why, like, when you search, the results are relevant in your ranking, right? Like Google, and like New York Times, or CNN, or Fox, and WordPress, or something else. On enterprise data, you search, if I search for my check-in, it gives me an answer. Everything is backed by some data, but the data is old. And I cannot say that data that is new is more trustworthy than data is old, because I write about the product stuff. You cannot say that data written by Ryan is more trustworthy than somebody else. So unless you solve data curation problem, and data life cycle problem with an enterprise search will be unsolved. That's another one that wants to take

Anant Barwaj (CEO) [2110.20s - 2121.20s]

And that's why writing and then maintaining what is the source of truth is the most critical value gain for any enterprise if you can do that data curation data quality well

Geraldine Woluk-Adami (CEO) [2121.20s - 2127.20s]

Yes, first. It's a clear contact work. So time for questions

Meeting Facilitator [2127.20s - 2136.20s]

Yeah, we have some here in the back left. I think we have time for just one or two questions. So let's get you done. Hi

Speaker 1 [2136.20s - 2175.20s]

That's Brad Hopper. I'm going to tell you back to you. Who does own the data that you're talking about, and who should own the data? Is it the employee of the organization? Should employees get to take it with them? Sorry. In what sense? I mean, basically, in enterprise? You're creating data about people. You're pulling their thoughts into things, right? There might even be future thoughts in the case of Ryan, right? Who should own that? Is that the organization that should own it or should people get it? Is it a co-ownership? Like where should it be? This is like Slack blocking down their API type of thing. No, it's distributed, I guess. I'm distributed

Speaker 1 [2175.20s - 2197.20s]

No. What were the questions? Who should own the data from a team? I can speak, you know, from some of the, in the team development space, like what we found is creating data that's useful within a team. And we've been very thoughtful about thinking about both safeguards and where should data be shared

Ryan Starks (Head of Marketing) [2197.20s - 2212.20s]

We found really kind of keeping any data or insights about individual team members belongs to that team and should not exist, kind of, you know, be shared more broadly. It's an active question, I think, for a lot of enterprises

Anant Barwaj (CEO) [2212.20s - 2235.20s]

What type of data is shared? So, question on basically like from the MPA perspective, we take this, very simple, which is very different than the knowledge models. Any data that is produced by the enterprises, we don't own any of those. So in general, like, I'll be very, very clear, which is that any data that is produced by their people using any of our tools or any of their stuff remains on them forever

Meeting Facilitator [2235.20s - 2257.20s]

Thank you so much for answering that question. And we're running low on time here. So I was actually going to ask if any of our speakers upstage would want to answer some questions on the side or if you people, if you guys have time, if you're willing, of course. Yes, thank you. So that will conclude our session here on AIX Sass. Thank you so much to our moderator, Geraldine, and our panelists

Speaker 1 [2257.20s - 2266.20s]

Thank you, everyone. Thank you, everyoneThank you. Thank you. Thank you. Thank you. Thank you. Thank you. Thank you. Thank you