AI Assistants for business

Introduction

In my personal project, I focused on understanding why individuals desire AI assistants and how businesses can use them effectively and ethically. I researched papers like "Intelligent personal assistants: a review" by Chen and Reilly (2012) and "AI based Computational Trust Model for Intelligent Virtual Assistant" by Babu Kumar, A. Singh, and Parul Agarwal to gain insights for creating an AI assistant. I aimed to uncover motivations behind people's interest, explore benefits in various aspects of life, and analyze how businesses can utilize AI assistants for productivity, decision-making, and customer experiences while considering ethical implications. This knowledge will help develop a user-centric, ethical AI assistant for personal and business use.

Conclusion

In conclusion, the research papers on intelligent personal assistants and AI-based computational trust models provide valuable insights into the acceptance and impact of AI assistants in business and society.

The paper on intelligent personal assistants[1] highlights the significance of understanding personal assistants and their capabilities, technical components, and their implications in different domains. The following play a crucial role within the development of AI assistants:

- User experience
- societal factors
- Including privacy concerns
- communication patterns

[2]And paper on AI-based computational trust models emphasizes the importance of user trust, testing, reliable features, and addressing security and privacy concerns for IVAs. It also highlights the impact of IoT devices on enhancing user efficiency.

Overall, these research papers contribute to our understanding of the benefits, challenges, and implications of AI assistants. Considering factors such as user trust, technical capabilities, and societal concerns enables informed decisions in developing and implementing AI assistants for enhanced productivity, convenience, and improved user experiences.

Intelligent personal assistant

The research paper "Intelligent personal assistants: a review" by Xiang Chen and Ryan Reilly, published in AI & SOCIETY in 2012, thoroughly examines intelligent personal assistants (IPAs), covering their capabilities, challenges, and applications.

IPAs are introduced as software systems that understand natural language and perform tasks for users. The paper traces their evolution from basic systems to advanced conversational agents.

Technical components enabling IPA functionality, like natural language processing, speech recognition, dialogue management, and knowledge representation, are explored, along with associated challenges.

Various types of IPAs and their applications, from smartphone assistants to smart home and office agents, are discussed, highlighting their support in tasks such as email management, scheduling, information retrieval, and device control.

User experience and societal implications are addressed, including factors influencing acceptance, privacy concerns, and impacts on communication patterns.

This paper provides a comprehensive overview of IPAs, serving as a valuable resource for understanding their technology, applications, and societal implications.

AI based Computational Trust Model for Intelligent Virtual Assistant

The research paper titled "AI based Computational Trust Model for Intelligent Virtual Assistant" by Babu Kumar, A. Singh, and Parul Agarwal offers valuable insights for developing AI assistants in a business setting. The authors emphasize the importance of user trust in AI technologies and highlight the need for thorough testing and reliable features to build trust in AI assistants. They also provide a comparison of popular intelligent virtual assistants (IVAs) such as Google Assistant, Siri, and Amazon Alexa, highlighting differences in wake words, data access, AI resources, and platform support. Security and privacy concerns are addressed, as users express apprehension regarding data privacy and organizational compliance. The authors propose a computational trust model for IVAs using the Naïve Bayes theorem, enabling the prediction of trust and evaluating the probability of using trusted IVA devices. Survey results indicate that general privacy concerns significantly influence IVA adoption, with Siri showing higher user confidence due to its strong security and privacy measures. Additionally, the paper discusses the importance of IoT devices in AI assistant applications, particularly in enhancing efficiency for individuals with disabilities, injuries, or in emergency situations.

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References:

[1]Chen, X., & Reilly, R. (2012). Intelligent personal assistants: a review. AI & SOCIETY,

[2]by Babu Kumar, A. Singh, and Parul Agarwal. (2021-01-13) "AI based Computational Trust Model for Intelligent Virtual Assistant"