Can AI Make Decision?

Today, the AI (Artificial Intelligence) technology is so advanced that those systems can learn a game, beat the world's undefeated gamers and develop new strategies for these games within hours [1]. However, when it comes to applying these systems to the business, AI may not be as useful as it seems. It's because in most cases, a business cannot be turned into a game, many results can occur instead of clear statements like win or lose. The article simply indicates that AI is merely as good as the data it receives and can interpret these data only in the narrow regions of the provided context [1]. It does not comprehend what it has analyzed, therefore its poor analysis cannot be applied to other fields like, business decisions. While these notions are valid to some extent, AI has a crucial role on business because it has a better capacity to implement better calculations and optimizations than humans do and it became so easy to access the data AI systems needs.

Admittedly, AI has limited usage right now since it could not be understood completely by the industry leaders to extend its use in business. Nevertheless, most companies work with their internal data and other data which belongs to their customers and all these data should be processed most efficiently. That's the part AI came in to make optimizations get better and better using modern algorithms and contemporary AI techniques which involves methods like linear regression, gradient descent, and statistical analysis. Today's AI system try to emulate the way of the human brain's work like the neural networks. By using new approaches, the AI enhances itself by using data. AI can be a very useful assistant to make decisions For example, in the future, public transportation vehicles may become self-driving by learning the routes and traffic lights' pattern and it may cause people to lose their jobs. In addition, AI imitates the call centers using chatbots with Speech Recognition and Natural Language Processing, like in banking calls. When calls like those occur, some of the issues are fixed when the customer says something, according to the customer's sentences, the AI gives solutions to the customer. This situation may lead to call center representative to be unemployed.

In the article, Wadhwa says that people need expertise and data, and that information may not be accessed easily. However, today people may access data easily by using websites like Kaggle, data.gov, and CIA. In public transportation example, traffic accidents or crucial mistakes made by drivers may be prevented before it happens by

warning drivers that they may going to crash or auto break can be done by the system. For example, if an application like that is made by AI, the government is more likely to give the required data, and this decreases the traffic digestion. Besides, some smart city projects benefit from the actual data and control the traffic based on AI calculations. It can be seen that these implications have a big impact on the traffic system and the automobile industry. Even if AI will not be in the decision process completely they have a huge role for sure. In our example, machines supported by AI will be able to make better decisions instead of car manufacturers and managers and traffic managers or policemen.

To conclude, as AI has been used for games, AI would be very successful in business decision-making due to perfect calculation abilities and available data out there. As AI continues to grow, it can be integrated with much more company and all the companies are busy with their own finances such as incomes, expenses, and investments where all these data need to be processed and optimized to get much success and profit. AI is a rapidly advancing industry, and as time goes, more data will be shared by people and those data will cause it to enhance more. This enhancement will be seen by more business leaders and in the future people will see it in different areas.

References

[1] V. Wadhwa, "Don't believe the hype: Artificial intelligence isn't taking over business decision-making," *The Washington Post*, March 2018. [Online]. Available: https://www.washingtonpost.com/news/innovations/wp/2018/03/19/dont-believe-the-hype-ai-isnt-taking-over-business-decision-making [Accessed Nov 28, 2005].

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