

Maverick Stories: Data Resets and Chatbot Companions in the Metaverse

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Initiatives: [Technology Innovation](#)

How might technology affect the work-from-home life of a team at an undersea work site? Gartner explores the appeal of multiple Maverick notions, including hyperpersonal chatbot experiences, new ways to show status in virtual worlds and the impact of data quality on the metaverse, through fiction.

Maverick Research

Gartner Maverick research delivers breakthrough, disruptive and sometimes contradictory ideas that challenge conventional thinking. Formed in our research incubator, it is designed to explore alternative opportunities and risks that could influence your strategy. Maverick is part of Gartner Futures Lab — Gartner's home for unconventional, speculative and futuristic research.

Specific Maverick Caution:

- This Maverick research breaks new ground by imagining how workers will establish status in virtual worlds and address challenges in data quality that obstruct effective work in such worlds — all without leaving their dwellings. Its findings and advice should therefore be treated with caution.

Introduction

Stories are a powerful means of communication. When done well, they heighten engagement, assist with recall and distill complexity to its essence. Effective leaders use stories as a shortcut to audience understanding — a necessary step before action.

Gartner is experimenting with telling stories to achieve precisely these things. We encourage you to leave a star rating via the bottom of your screen, or email us your thoughts [here](#).

Metaverse divers face perils from data sync and interteam rivalry. With a chatbot version of your wife or your childhood pet at your side, the world is manageable ... until it's turned upside down by the smallest blips in data quality.

People start their day on the undersea pipe in sports shorts right there in front of God and the fridge and the KitchenBot, smearing handfuls of 50-degree Lectro-Gel on their heads and pulling on their MetaSuit.

It's a living.

Iris is Team Troubleshoot's one-person IT department, a steady gig but a gig all the same. No travel means a decent salary. But it also means that every day she relies on her wife, Emma, to get her set up for remote.

"I'm not going to work today," Iris says.

"You're just sick of Team Troubleshoot," Emma says, zipping the ninth zipper of 18, and they both know she's not wrong. "And virtual pays enough to upgrade our connection. HuluFlix isn't cutting its price and that reboot of Game of Dragons is going to swallow every pixel of the 16K."

"Why did they have to get Daren MetaSuits?" Iris says. "We all knew the company would standardize on Acmes."

"Because Moe."

Yeah, by getting his team into 12 Daren Devil suits, Moe has been granted the right to wear a Devil's Advocate insignia on his. On this gig, it means he also wields a trident — which not only looks cool, it kind of works better than the standard bident. So he looks like a boss. Today's the day that the suit comes online. He's gonna be smug. Well, smuggler.

Iris dusts her hands with Lectro-Powder (50% less reliable than Lectro-Gel, but with 70% fewer side effects and almost no residual sense of unwelcome levitation), yanks on her own gloves and zips her head into her hood in five quick motions — eyes for vision sensors, nose for smells, ear packs, cheek for temp and neck for everything else.

The feeling that she's squashed her head into a Neoprene coin purse lasts 30 seconds — and then she's at the bottom of a cartoon ocean with Team Troubleshoot.

"Yo, Iris," says Moe. "We're tracing this segment of the seabed but we can't tell if the drones are getting clean reads. Charts say this should be part of the Mid-Atlantic foothills but the virtual view shows it flat like a sidewalk."

Boom. This is stress. Every minute the drones aren't mapping is a minute closer to the cataclysm of delivering the pipeline parts late, and Iris' bonus is based on early delivery. Iris blinks her real eyes twice to grab an anti-anxiety burst from her stimpack (poor aim — hits a little left of the ol'buttock) and puckers her real lips to activate her emotional chatbot. Today she picks Emma. There's no drug as deep as the face of your beloved. Chatbot Emma blows her a kiss and Iris squares her virtual shoulders with the dopamine burst.



**... and then she's at the
bottom of a cartoon ocean
with Team Troubleshoot.**

Iris checks the integration link to the ultradimensional map Team Troubleshoot was using, and sure enough, the data definitions have changed overnight. What Moe and his team are seeing is an incomplete load of data. Basically, the metaverse where they've come to work is a wreck.

Iris pops a system reboot. But this time she kicks it into its setup screen. All the data links need to be reset. While she does that, she jobs the data resources to quality jockeys back in meatspace; they run tests against their repositories to confirm they're the most current versions and that the systems are validated. The last thing anyone needs is a small country chucking in false data so that the pipe sleeves come out of the printer in a week shaped like Captain Nemo instead of a specific slope in the transatlantic ridge.

“Coming back online,” she says. She exits setup mode and Moe’s there with the trident. Ugh, it *does* look cool. But the data’s still not right. Now the seafloor looks exactly like London. Pretty sure they’re not even off the west shore of Ireland yet. Something’s still wrong.

“Davy Jones’ goggles, I hate this,” she says, and puckers again. But now Emma’s face is running on a chatbot integrated to the data’s documentation, and that’s welcome as make-believe meat for Friday dinner.

“Am I pulling the right set?” she asks. Emma smiles — those dimples, Iris thinks, could enthrall a giant squid — and shakes her head.

“Treasure, you need to reset the links to the data *post*-quality check,” Emma says. “You know that after a storm the sensors go wonky.”

“Right,” Iris says. “Moe ...”

“I heard the old man,” Moe says. He always gives the chatbot his dad’s likeness, so he’s in a different meta-metaverse. Frankly, Iris finds it disarming. “How do I ...”

“I got this,” she says. Moe mutters something and his face turns to her default for co-worker charm — her childhood Irish setter. She gives him the thumbs-up and goes to a prestorm restore. Up come the connections to the 100 applications that govern drone activity and data transfer.

Her face buzzes and she feels the rumble in her ears as much as she hears it. The suit haptics have come back online — and they’ve got good news. This is the familiar rhythm of the 3D printer back at the factory. The map’s aligning to the undersea sensors and the lidar is instructing the real-time print to roll. Pipeline parts are rolling again.

Moral

The truth is that work is work, whether it's completed physically or virtually. Interfaces give digital systems life and appeal, but depend on deep investment in ensuring the accuracy of the data that builds and maintains them. Respecting workers' feelings and humanity is the foundation for success.

Here is the key take-away from our story. The metaverse will not solve worker dissatisfaction problems. Enterprise architecture leaders planning to introduce the metaverse to their business must factor in the truth: that interfaces give digital systems life and appeal, but depend on deep investment in ensuring the accuracy of the data that builds and maintains them. Respecting workers' feelings and humanity builds a solid foundation for success.

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