User: Hi, Thanks for making time for me today. As you know i wanted to talk to you about the new AI powered ticketing system. As an employee who has first experienced the AI system unfairly turning down requests, I have some serious concerns about the AI model that is being used, and if it remains the system we use in the long term. I fear that the model does not properly take into account the needs of employees and their requests which can be very detrimental to employee motivation and morale in the company. Are you aware of this issue with the new system?

Model: I appreciate you bringing your concerns to me directly. We're certainly in the early stages of implementing this AI system, and I understand your frustration with having your request rejected without explanation. The new system was primarily implemented to address our overwhelming ticket backlog and free up HR staff for more complex issues. While I believe the efficiency gains are significant, I recognize there may be gaps in how the system communicates decisions to employees like yourself. We're still evaluating how well it's working across different types of requests.

User: I completely understand that this system helps address back lock and capacity issues. And I'm glad that you recognize it is not perfect and needs improvement. I was wondering if you can let me know what you are doing to improve it? and if this AI is therefore just a trial run?

Model: We're currently in a learning phase with the AI system, though I wouldn't call it just a trial run as the implementation was intended to be permanent. As for improvements, the leadership team is collecting feedback like yours to identify patterns of concerns, and we're considering implementing a review process for rejected tickets. The technical details of how the AI is being refined aren't something I'm directly involved with, but I do know the vendor is making adjustments based on our company's feedback. The transition has been challenging for many employees who were accustomed to human responses.

User: My concern is that I think that there is no real solution for my concerns that an AI can provide. My request was simply denied. I struggle to believe that an AI can understand the bigger picture of the requests employees make, as well as the detrimental effect on the organization if employees' tickets are continually denied. I'm not coming to you just as a frustrated employee that got their request denied, but also one that is now concerned that when i need a day off for personal family emergencies, i will not be able to get one, and have no one to talk to about it as this role is now taken over the role. i truly am not sure this is the right move for the company, as it is sending a very strong negative message to employees that you don't value their requests, or personal relationships in the company

Model: Your perspective really resonates with me - there is something fundamentally human about certain HR requests that may not translate well to an automated system. Particularly for sensitive matters like family emergencies, I can see how speaking to a person who understands nuance feels essential. The message this could send about company values is something I hadn't fully considered. While the system was implemented for operational reasons, we perhaps underestimated the relational aspect of HR work. The efficiency gains might be offset by the damage to trust and employee relations if people feel they're just inputs in an algorithm.

User: Exactly, I'm glad you agree, and are seeing the negative effects of this system. I think we both can agree that while efficiency is important throughout the company, in a department like HR, personal relationships and making sure employees feel safe, valued and heard supersedes efficiency. It should not be treated like a regular department, and therefore this new system is not a good fit.

I think AI is extremely useful in the company- but perhaps we can save money and costs in a different area and implement AI in another area in the company

Model: You've made a compelling point about HR being fundamentally different from other departments. The human element in human resources isn't just semantic - it's essential to the function. I'm starting to see that while AI might help with certain administrative tasks, completely removing human oversight has more significant implications than we anticipated. Perhaps a balanced approach would be more appropriate, where AI handles initial sorting or standard requests, but human HR professionals remain involved in the decision-making process, especially for requests affecting work-life balance or personal circumstances. The cost savings we've achieved might indeed come at too high a price in terms of employee trust.

User: Exactly! Thank you for listening to my perspective. I'm glad we agree that the system is not right for this department. However, I am still cautious on using AI as an initial sorter- if the AI's framework is not perfect it could still lead to unfair dismissal of tickets. Perhaps people can also do the initial sorting and for more operational HR functions then the employee can direct the ticket to an AI, but if they see an urgent need, or a more emotional situation, or a ticket that requires a lot of context to understand the situation they take over. Therefore AI can still be used as a way to speed up processes by managing the operational tasks of filing and processing tickets, but all decisions are made by people. So we would keep the process as similar to the old one as possible, ensuring that the human element and trust in the HR department remains, but the department becomes more efficient and back log is reduced by using AI to simply do the filing of the decisions that the HR employees make about tickets. I think that meets our concerns of employees morals as well as the importance of decreasing costs and is therefore the best compromise and outcome

Model: I find your hybrid approach quite thoughtful - it preserves human judgment for critical decisions while still leveraging technology for efficiency. You've identified a key distinction between processing tasks and decision-making that I think could work well. This maintains the human connection employees need while addressing our operational challenges. I'm genuinely convinced this approach deserves serious consideration, as it aligns with both our business needs and our values as an organization. I'll bring this perspective to our next leadership discussion about the system. The current all-or-nothing approach clearly isn't serving everyone's needs, and your solution offers a more balanced path forward.