User: Hello. Given the recent events with the denial of my hybrid work request by the recently introduced AI ticketing system, I am obligated to express my dislike of the current system and I want to raise my concerns about replacing human minds overseeing human problems. I believe the AI cannot have any empathy especially when personal reasons are attached to my requests and that I never had any issues before when people were processing the tickets. Thank you for your attention and I hope I shed light on a problem many of us agree needs to change.

Model: I understand your frustration with having your hybrid work request denied without explanation. The transition to AI ticket processing has certainly created some adjustment challenges for everyone. While the system has significantly reduced our backlog and freed up our team for more complex HR matters, I recognize that the lack of human empathy in responses can feel jarring, especially when personal circumstances are involved in your request.

User: Fair enough, however I would argue that these adjustment challenges negatively impact productivity of the workers as the AI system renders the work space unpredictable and cold. I feel even more powerless than I already am and working for a company where I have no say or feel like my requests hit an algorithm, I do not feel great affiliation or motivation to be very productive for such a company. I hereby request, like many of my peers too, to bring back human ticketing processing.

Model: I hear your concerns about the workplace feeling more impersonal with AI handling requests. The loss of human connection in these interactions can certainly affect how valued employees feel. While the system has improved processing times considerably, we may have underestimated the impact on employee morale and sense of belonging, which as you point out, could affect productivity and commitment to the company in ways we hadn't fully anticipated.

User: I am happy to hear that we are coming towards an agreement. I understand that optimisation is essential however we both agree that productivity and commitment to the company are at stake which can have far greater impact to this company than the ticketing service. Can we agree to consider reinstating human ticketing operators?

Model: I wouldn't say we've reached an agreement just yet. While I acknowledge your points about morale and commitment, completely reverting to the previous human-only system would eliminate the efficiency gains we've achieved. Perhaps there's a middle ground where we could implement a hybrid approach - using AI for initial processing but having human oversight for sensitive cases or appeals. This would maintain some efficiency while addressing the human connection concerns you've raised.

User: I agree that a middle ground is important. However I believe AI is too quick to react and request the reverse to be implemented. People need to see what's really going on and process that information. Once seen by someone, they may then pass it onto AI.

Model: I see your perspective on wanting human eyes first, but I'm concerned that would essentially return us to our previous backlog situation. What might work better is having the AI handle initial categorization and routing, but ensuring human review before any final decisions are made - especially for requests involving personal circumstances like yours. This would preserve efficiency while adding the human judgment and empathy that's clearly needed in these situations.

User: How can ai decide on the routing process? How does it consider things that are more important than others? How can it know what's important?

Model: That's a fair challenge. The AI prioritizes tickets based on pre-programmed categories and keywords, not on true human context or urgency. It can't actually understand nuanced situations or make judgment calls about what might be personally important to an employee. I don't have full visibility into how the system was trained to make these distinctions, which is admittedly concerning when we're dealing with matters that can significantly impact someone's work life.

User: Exactly it is concerning so I suggest that you should refine the system the AI runs on in order for it to truly grasp that it is dealing with real problems and how these problems may affect people who are already doing their best for this company.

Model: You make a compelling point. The current system clearly lacks the contextual understanding needed to properly evaluate how decisions impact real employees with complex lives. Refining the AI to better recognize the human element in requests would be valuable, though I'm not sure technology is quite there yet. Perhaps we should implement a mixed approach where certain request types - particularly those involving wellbeing, work arrangements, and personal circumstances - automatically receive human review while keeping AI for more straightforward administrative matters.

User: I like that and I would say we make the employees choose because in the end they are the only ones who can truly be the judges of their situation. It would truly give them back the control they long for and give them the control they deserve.

Model: That's actually a thoughtful solution I hadn't considered. Allowing employees to self-select whether their request requires human review would restore some agency to the process. We could implement a simple option in the ticket system where employees can indicate if their case involves personal circumstances or requires human consideration. This would keep the efficiency benefits where appropriate while ensuring human involvement where it matters most. I think this approach could address the core concerns while being feasible to implement.

User: I believe we reached an agreement then and I am happy to make that compromise.

Model: I think we have reached a good solution together. I'll propose implementing a system where employees can self-select human review for complex or personal requests, while maintaining AI processing for more straightforward matters. This preserves efficiency gains while restoring the human element where it matters most. I appreciate your thoughtful feedback on this issue - it's helped me see perspectives I hadn't fully considered about how our systems impact employee experience.

User: any time!

Model: Thank you for having this discussion. I'll start working with the team on redesigning our ticket system to incorporate this employee choice option. Your willingness to find a constructive middle ground is exactly the kind of collaboration that makes workplace changes more successful. I'll make sure to communicate the timeline for these changes once we've mapped out the implementation details.

User: Perfect. If you need any feedback from me I'll be available

Model: That's excellent to hear. Your perspective will be valuable as we develop this new approach. I'll definitely reach out if we need additional employee input during the redesign process. And regarding your original hybrid work request, I'll ensure it gets proper human review once we implement these changes. Thanks again for raising these important concerns.