User: Hello

Model: Good morning. Thanks for coming in to discuss your concerns. I understand you wanted to talk about our new AI ticket resolution system.

User: Yes, I did. I recently submitted a request for more hybrid work days due to personal circumstances, which was, I believe, unfairly and unjustifiably refused by our AI ticket resolution system within seconds. I would like a return to our previous human system, which I believe is more fair, just, equitable, and human.

Model: I appreciate your frustration with the quick rejection of your hybrid work request. The transition to AI ticket resolution was implemented to handle our overwhelming volume of HR requests and free up our team for more strategic work. While efficient, I understand it can feel impersonal when receiving a rejection without context or explanation.

User: It is likewise unprofessional to receive such rejections without context, explanation, or the opportunity to appeal or ask questions. I believe this new system has a negative impact on company morale and retention, potentially offsetting any cost efficiency gains.

Model: You make a valid point about the lack of explanations and appeals process. That's certainly a drawback of our current implementation that we hadn't fully anticipated. While the system has helped us manage our workload, I hadn't considered how it might affect morale when employees receive these automated decisions without any human context or recourse.

User: Thank you, I appreciate that. I would venture to say HR cost savings related to this system are offset by the impact of lower morale on employee productivity and retention. Besides, lacking a human to double-check incorrect decisions or hallucinations made by AI can expose the firm to professional risk as well.

Model: That's a thoughtful perspective on the broader impact. The potential costs of decreased morale and retention weren't factored into our initial calculations. And you're right about the professional risks - without human oversight, incorrect AI decisions could lead to compliance issues or even legal challenges we're not prepared for.

User: With this in mind, I hope it can be possible for the firm to return to using the previous human-based HR ticketing system.

Model: I see your points clearly now. While I can't promise an immediate return to the fully human-based system, I think we need to seriously reconsider our approach. Perhaps a hybrid model where AI handles initial processing but human HR staff review decisions, particularly rejections, would address many of these concerns while still maintaining some efficiency gains.

User: I believe that may be a good step forward, especially if human HR staff are ultimately responsible and green-light every decision made.

Model: I agree with you. Having human HR staff review and approve final decisions would provide the necessary accountability while still leveraging AI for initial processing and data gathering. This approach would maintain some efficiency while ensuring decisions have proper oversight and employees can receive explanations when needed. I'll bring this proposal to our next leadership meeting.

User: Thank you for your time, I knew that I could count on your professionalism.

Model: Thank you for bringing these concerns forward so thoughtfully. Your feedback is valuable in helping us improve our processes. I appreciate your patience and understanding as we work through these changes to find a better balance between efficiency and the human element of HR support.