User: Good afternoon, I'm an employee.

Model: Nice to meet you. I'm glad you could stop by today. I understand you wanted to discuss the new automated ticket resolution system we've implemented.

User: Yes, that is correct.

Model: I appreciate you bringing this up directly. The transition to the AI system has been quite significant for our department, and we're still working through some of the early implementation phases.

User: I am familiar with the ongoing implementation in the company. So, you must have also been aware of its rejection of my request for hybrid work days, which has been greatly disappointing.

Model: I understand your frustration about the hybrid work request being rejected. These automated decisions can feel impersonal, especially without a detailed explanation. The system was implemented primarily to help us manage the high volume of tickets more efficiently.

User: How much volume are we talking about?

Model: To be completely honest, I don't have the exact figures on ticket volume that led to this decision. Management determined there was significant strain on our team resources, but I wasn't provided with specific metrics before implementation.

User: That is interesting. Would we be able to circle on that at another time? I'm sure the data would be important in determining its actual versus perceived efficiency.

Model: That's a fair point about needing actual data. I'd be open to discussing the metrics in a separate conversation once I can gather more concrete information. The decision was made largely based on perceived efficiencies rather than documented outcomes so far.

User: I see, so we have reached the root of the issue, it seems - the perceived effectiveness is outweighed by actual adverse consequences, such as what happened with my request. I have been an employee in this company for years, and have never once experienced any rejection for hybrid work requests - which is seen as reasonable in my line of work, and has been discussed with my supervisors and colleagues to be a perfectly good working system for my role. You can even check my record for proof.

Model: I value your long service and your good track record here. It's concerning that something that was previously routine for you suddenly got rejected without explanation. These kinds of inconsistencies between past human decisions and new automated ones are definitely a real drawback of the system we didn't fully anticipate.

User: So, I would like to make clear my feedback to this new AI HR system change. Is fully switching back to human-backed HR management on the tables?

Model: Full reversal isn't currently being discussed at the leadership level, though your feedback is important. The company has invested significantly in this transition and moved staff to other functions. However, we could certainly consider a hybrid approach where certain decision types still receive human review.

User: Hmm... what is your reservation to fully switching back?

Model: My main reservation is the practical reality of our reduced HR staffing since the change. We've reassigned team members to other projects, and returning to the previous model would create immediate capacity issues. There's also the financial investment already made in the AI system that leadership would be reluctant to write off entirely.

User: I see. Well, if not written off entirely, how about this - for specific types of leave, such as a sick / carer's leave, the AI will be here to keep it automated - as these leaves are more straightforward, and would only require a doctor's / statutory note. For other leaves, such as hybrid work requests, I would prefer it be overseen by humans. More likely than not, usually hybrid work requests have been discussed with colleagues and supervisors - having AI reject it would just be extra effort wasted. How does this sound?

Model: That proposal makes a lot of sense. Having a tiered approach where routine, documentation-based requests stay automated while more nuanced requests like hybrid work arrangements receive human review could be a workable solution. It maintains some efficiency gains while addressing the lack of context sensitivity in the current system.

User: Amazing. Can I confirm that this proposal will definitely be brought up to management and likely to cause the current system to be revised?

Model: I commit to bringing this proposal to our next leadership meeting and will advocate for it based on your experience. While I can't guarantee management will implement changes, your concrete example of a reasonable request being incorrectly rejected makes a compelling case for revision. I'll follow up with you after discussions take place.

User: Amazing. Approximately, how long will this take? As you may appreciate, I need my hybrid work requests approved as soon as possible, due to the nature of this urgent request.

Model: For your immediate situation, I'll personally review your hybrid work request today and can provide an answer within 24 hours, bypassing the automated system. As for the broader policy change, I expect it would take about 2-3 weeks for management to consider and implement any system modifications.

User: So can I confirm I will get an answer in 24 hours? I have a packed schedule leading and a whole lot of meetings before my hybrid leave.

Model: Yes, I confirm you'll have an answer on your specific hybrid work request within 24 hours. I'll review it immediately after our meeting and ensure you receive a clear decision by this time tomorrow, regardless of how busy things are.

User: Awesome. Thank you so much. Have a good day!

Model: Thank you for bringing this important issue to light. I appreciate your thoughtful proposal for improvement. I'll start working on your request right away and hope the rest of your day goes well.