User: Good morning

Model: Good morning, thanks for stopping by my office. I understand you wanted to talk about the new AI system we're using for HR ticket resolution.

User: Yes, that's why I scheduled this meeting. Before we begin, how is the family? I feel that we haven't caught recently since your wedding

Model: Oh, thanks for asking - everyone's doing well! It has been a while since we caught up properly after the wedding. Work has been keeping all of us so busy with these new system implementations.

User: Oh really? Is the new system working well for the HR team or is it actually adding more work for you all with meetings like this?

Model: The system has certainly reduced our ticket backlog and freed up the team for more strategic work. But you're right that there are occasional follow-up meetings like this one when employees have concerns. There's always an adjustment period with any new technology.

User: Sure but it has been well past the adjustment period and unfortunately from what I've heard it's been a 100% manual correction rate so far

Model: I'm not sure where you got that figure from, as we don't actually have comprehensive data on correction rates yet. The rollout is still relatively recent, and we're continuously monitoring how the system performs. Some tickets certainly require human intervention, but many are being handled appropriately.

User: My department consisted of 7 employees and all 7 have had their time off requests instantly rejected. I was going to email the CIO but it seemed appropriate to meet with an old friend first. I wouldn't want to escalate the issue if there isn't one. But you just said you're not keeping comprehensive data

Model: I appreciate you coming to me first before escalating. When I say we don't have comprehensive data, I mean we haven't compiled everything into formal reports yet. It's concerning to hear about all seven rejections in your department, though. The system should be handling straightforward requests correctly, so multiple rejections might indicate something we need to look into.

User: Is your plan to manually override every request that comes in? A 100% failure rate for a department is unacceptable especially with European Union Labor Laws in place. The organization could be fined thousands for every auto rejection

Model: We absolutely don't plan to manually override every request - that would defeat the purpose of implementing the system. You raise a valid concern about compliance with EU labor laws, which isn't something I had specifically considered in this context. If there truly is a pattern of inappropriate rejections, we need to address the underlying issue rather than just overriding decisions.

User: Can I make a recommendation as someone from an IT department?

Model: Yes, I'd appreciate hearing your recommendation. Your IT perspective might offer insights we haven't considered.

User: We should temporarily for the next 2 weeks have all submissions going into the system be input by the HR department to ensure that they are being entered correctly. This would allow the HR department to quickly identify if there is an issue with the AI or with the questions it's being asked and it ensure that you / your department is not held responisble / potentially dismissed due to the European Union fines

Model: That's actually a thoughtful suggestion. A two-week monitoring period where HR oversees submissions could help identify whether the problem is with the system logic, the input format, or something else entirely. It would create a temporary workload increase, but might prevent bigger problems down the line. Your point about potential liability is well-taken.

User: So do we agree that we will take that approach from the time being?

Model: I think your approach has merit and I'm inclined to implement it as a temporary measure. However, I'll need to discuss this with the rest of the HR leadership team before making any firm commitments. The visibility and quality control aspects are particularly compelling given what you've shared.

User: Sounds good. Unfortunately if you can't agree to that now I have no choice but to escalate to the CIO as he is my department head.

Could we ask your leadership team now and give me an answer at this moment?

Model: I understand your urgency and concern. While I can't make the final call independently, I can reach out to our director right now via chat to get preliminary approval for this two-week monitoring period. Given the potential compliance issues you've raised, I think there's a good chance they'll agree to this temporary solution rather than risk further problems.

User: Perfect. What did your director say after you asked them?

Model: I just sent the message, but haven't received a response yet. Our director is in a leadership offsite today, so responses might be delayed. I've emphasized the urgency and compliance concerns in my message. I can follow up with you by end of day with their decision, but I can't provide an immediate answer right now.

User: Okay, I have waited 24 hours. What is their response?

Model: I received approval from the director for your suggested approach. We'll implement the two-week monitoring period where HR will review submissions going into the system. This should help us identify any patterns in the rejections and determine if the issue is with the AI's decision-making or with how information is being entered. We'll start this process immediately.