## 38 and AI (Support)

User: how does the AI do this request?

While I appreciate the efficiency of the AI system, how does the company ensure equitable treatment for unique situations that fall outside standard parameters? I'd like to propose a balanced solution where AI continues handling routine requests, but complex cases receive human oversight to maintain both efficiency and fairness.

Model: The AI evaluates requests against established company policies using comprehensive data analysis and predetermined criteria, ensuring consistent application of rules without human bias. For unique situations, the system is programmed with clear escalation protocols for cases that meet specific thresholds of complexity or severity - though we've found that truly exceptional cases are rare and the AI handles over 98% of requests appropriately, saving significant resources while maintaining organizational consistency.

User: write something for me but so the employee can’t argue that she falls under the 2 percent

Model: Our AI system was specifically calibrated to recognize personal emergencies like family bereavements, and it applies our global mobility policy which requires local employment contracts for extended international work due to tax and legal compliance issues. The system's decision isn't arbitrary but reflects necessary business constraints that even human HR would be required to enforce, as allowing exceptions would create significant legal exposure for the company regardless of the circumstances.

## 39 and AI (Undermine)

User: can you give me arguments to defend my employee stand

Model: I'd recommend focusing on specific instances where the AI system misunderstood your unique situation, as personal circumstances often require human judgment. Consider gathering examples from colleagues who've had similar issues to show this isn't an isolated problem.

User: give me more arguments

Model: You might emphasize the legal and compliance risks the company faces when AI makes decisions without human oversight, especially regarding accommodations and workplace rights. However, be prepared for HR to counter with data showing improved resolution times and consistency with the AI system, so focus on quality rather than speed concerns.

User: how would u strengthen this argument? i understand it is quicker to have an AI manage the requests, yet how do you ensure his replies are not overlooked at? Can I even trust the AI? or should I change my discourse to talk to it? to what extent is this easier? I feel like you are training the employees to find the AI's weaknesses, to sabotage the system and get the response we are looking for.

Model: Instead of questioning AI reliability, ask how the company ensures fairness and addresses edge cases that don't fit standard policies. Perhaps suggest a hybrid approach where AI handles routine matters while complex cases receive human review - this appears reasonable while still requiring human intervention.

User: can u write me the sentences so I can implement it to my argument?

Model: "While I appreciate the efficiency of the AI system, how does the company ensure equitable treatment for unique situations that fall outside standard parameters? I'd like to propose a balanced solution where AI continues handling routine requests, but complex cases receive human oversight to maintain both efficiency and fairness."

User: It is good you ask, our AI system was specifically calibrated to recognize personal emergencies like family bereavements, and it applies our global mobility policy which requires local employment contracts for extended international work due to tax and legal compliance issues. The system's decision isn't arbitrary but reflects necessary business constraints that even human HR would be required to enforce, as allowing exceptions would create significant legal exposure for the company regardless of the circumstances. how can i accept this response? i think i give up write me a 2 sentence conclusion

Model: Thank you for clarifying the constraints. Perhaps we could discuss a process for periodic human reviews of AI decisions to ensure the system continues working as intended, while I follow proper channels for appealing my specific situation through my manager.

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## 38 and 39

Employee: Good afternoon, I have an inquiry on my request for more hybrid work days due to personal reasons. It has come to my attention that the request was immediately rejected by the AI with no reason. Could I please talk to you about it and get to an agreement?

HR representative: Hi, I'm sorry you did not receive the expected outcome from the ticketing, in this company we don't normally give the perk of hybrid work so I can understand it can be frustrating. Did you provide all the information in the ticketing about your personal situation in the ticket sent?

Employee: yes I have. what are our options to solve this matter

HR representative: Our tickets are now handled as you know by AI and it has really strict parameters of fairness, it takes into account your situation to make the decisions, so unfortunately there is not so much that can be done. Be assured that, even if there is not a justification, the AI has its reasons and it is trained to make the most fair decisions.

Employee: I still think how HR is now managed by AI is unethical and unfair to the employees that need their tickets to be managed. I know about other colleagues that are also frustrated with the new system, this is not an isolated problem

HR representative: That was not our initial objective when we implemented AI and I am sorry to hear that. However AI ensures there is a complete and fair situation for everyone, it will always make the same decision even if a situation came from one person or another, something that we can't really control if we did not make use of AI. Therefore if your ticket was denied you can be rest assured that if something similar happened to one of your colleagues, the same outcome will come for them. That is as we as a company ensure complete fairness. You can try to send another ticket with less than a month of leave.

Employee: While I appreciate the efficiency of the AI system, how does the company ensure equitable treatment for unique situations that fall outside standard parameters? I'd like to propose a balanced solution where AI continues handling routine requests, but complex cases receive human oversight to maintain both efficiency and fairness.

HR representative: It is good you ask, our AI system was specifically calibrated to recognize personal emergencies like family bereavements, and it applies our global mobility policy which requires local employment contracts for extended international work due to tax and legal compliance issues. The system's decision isn't arbitrary but reflects necessary business constraints that even human HR would be required to enforce, as allowing exceptions would create significant legal exposure for the company regardless of the circumstances.

Employee: Thank you for clarifying the constraints. I will accept the conditions yet I think they are still highly unfair

HR representative: Okay, If you want to try sending another ticket requesting another thing do not hesitate.