


Blake

AI Engineer



Age 23

Education BS in CS

Platform exp. 1 years

TOOLS

JiraVS CodePyCharmZoom

PERSONALITY

DoerEnterprisingCuriousExperimentative

“ It’s easier to create a new AI version than refactor an old one. ”

BIOGRAPHY

Working at a customer facing team, Blake collaborates with other AI developers to deliver conversational AI solutions for customers from different industries. He is excited that his job allows him to work on new, innovative projects that impresses world-class customers. These projects usually require high accuracy and containment rates, but also include building new functionality that no one has worked on before. He enjoys being an individual contributor and aspires to become a top performer at the team.

- COMMON TASKS**
- Building complete AI models based on customer requests
 - Daily meetings with customers
 - Bug fixing for the AI models
 - Sometimes, write scripts to make things work faster.


- GOALS**

 - Translating often fuzzy scoping documents into high-performing POCs
 - Become a senior software engineer
- FRUSTRATIONS**

 - Steep learning curve and confusing on-boarding
 - Unclear requirements in the scoping doc
 - Bugs that are not his fault
 - Blockers caused by other collaborators

Liam

Tech Lead



Age 28

Education BS in CS

Platform exp. 2 years

TOOLS

JiraAsanaPyCharmZoom

PERSONALITY

OrganizedReliablePerfectionistMethodical2

“ Testing is important for a great conversational experience. ”

BIOGRAPHY

Liam has been leading the AI innovation at the company. He manages a team of AI developers to ensure good quality implementation of conversational designs across different clients. He thinks thoroughly through systems before implementing them and is very fond of Test Driven Development (TDD). He uses the platform's testing functionality as a critical component to her workflow. He ensures the team is making constant progress.

- COMMON TASKS**
- Track multiple development project progress
 - Create a base suite of tests to evaluate AI versions thoroughly
 - Review AI versions built by the team


- GOALS**

 - Allocate development resources to deliver working and robust AI that are profitable
 - Customers are please with the products
 - Facilitate team morale and help people grow together
- FRUSTRATIONS**

 - Sometimes blockers come from the client side. It takes time to figure out solutions with clients before moving on
 - More testing functionalities and QA processes
 - Spend too much time on small projects

Walter

Technology Developer



Age 43

Education MS in CS

Platform exp. 2 days

TOOLS

VS CodeJiraGithub

PERSONALITY

ConfidentImpatientPatientDetail-oriented

“ Why can’t we just write code to make it work faster? ”

BIOGRAPHY

Walter is a technology developer at a large retailer company. He transitioned to the company's technology integration team after working in the IT department for almost 20 years. He learned about Clinic at a conference and was interested in how conversational AI can enhance customer engagement and help with business growth. Although he has worked on programming for most of his life, building a conversational AI was however something new to him. He is currently receiving an onboarding training from Clinic, and he hopes to build a working version soon to share with his team.

- COMMON TASKS**
- Learn everything from creating competencies to testing them


- GOALS**

 - Explore and evaluate the potentials of the platform
 - Scope and sub-scope
 - Integrate the AI version with the frontend system
 - Create an MVP to higherups after the training
- FRUSTRATIONS**

 - Oversimplify the AI creation process (time, data needed)
 - A lot of clicking through on a GUI
 - Panic when the system doesn't respond fast
 - Want to integrate the AI with the frontend system easily
 - Issue triaging was hard

Colleen

Conversational Designer



Age 41

Education BA in Linguistics

Industry Banking

Platform exp. 1.5 years

TOOLS

Google SearchMicrosoft WordGrammarlyGoogle Chrome

PERSONALITY

CarefulCuriousSelf-conscious

“ With 154 competencies in my version, I can’t remember what utterances are in which competency. ”

BIOGRAPHY

Working under a large financial organization, Colleen guides the business through designing, deploying and maintaining the customer-facing bot experience with a coworker. She takes the challenge of building an AI without coding exp. but feels overwhelmed. The dev constraints due to company policies makes everything even harder.

- COMMON TASKS**
- Thinking about utterances to add based on the scoping document (company forbids crowdsourcing)
 - Labeling and mapping slots
 - Training and Testing


- GOALS**

 - Build a natural conversation experience as required by the scoping doc
 - Quickly come up with different utterances and responses
 - Make sure work don't overlap
 - The bot doesn't break. If so, able to diagnose issues and
- FRUSTRATIONS**

 - Can't remember all 150+ competencies
 - Manual procedure: utterance adding, labeling and response editing
 - Limited programming background makes it hard to analyze issues
 - Incomplete documentation
 - Old platform version

Ted

Tester



Age 20

Education Diploma in Comp. Education

Platform exp. 6 months

TOOLS

AsanaGoogle FormGoogle Search

PERSONALITY

AspiringResponsiblePatientDetail-oriented

“ Whichever they send me, I test it. Testing is important to build a better AI. ”

BIOGRAPHY

As an apprentice, Ted tests AI versions that other people created for the clients. He comes in the office at 10AM and starts testing until end of the day. On a typical day, he would create an run 4 tests. For him, this isn't the most interesting job. He learns Python and Django when there's no work assigned to him, to become a competent AI developer.

- COMMON TASKS**
- Creating test suites based on requirement doc on Asana, by copying history queries on the query panel to the test suites
 - Run tests and interpret results (looking for error patterns)
 - Writing test summary on Google Form

- GOALS**

 - Think of as many query sentences as possible to make the test fail, in order to improve the competency
 - Find patterns of errors
 - Write a detailed yet easy-to-understand test summary
 - Test efficiently
- FRUSTRATIONS**

 - Lack of domain knowledge when asked to create test cases for an uncommon competencies
 - Repetitive work - "sometimes it gets boring."
 - Session timeout - need to copy and paste all sentences again
 - Need inspiration for queries