

# ConversAI-tion

7 Jul 2023



**Disclaimer**



Will AI Kill Us All?

Will AI Ruin Our Society?

Will AI Take All Our Jobs?

Will AI Lead To Crippling Inequality?

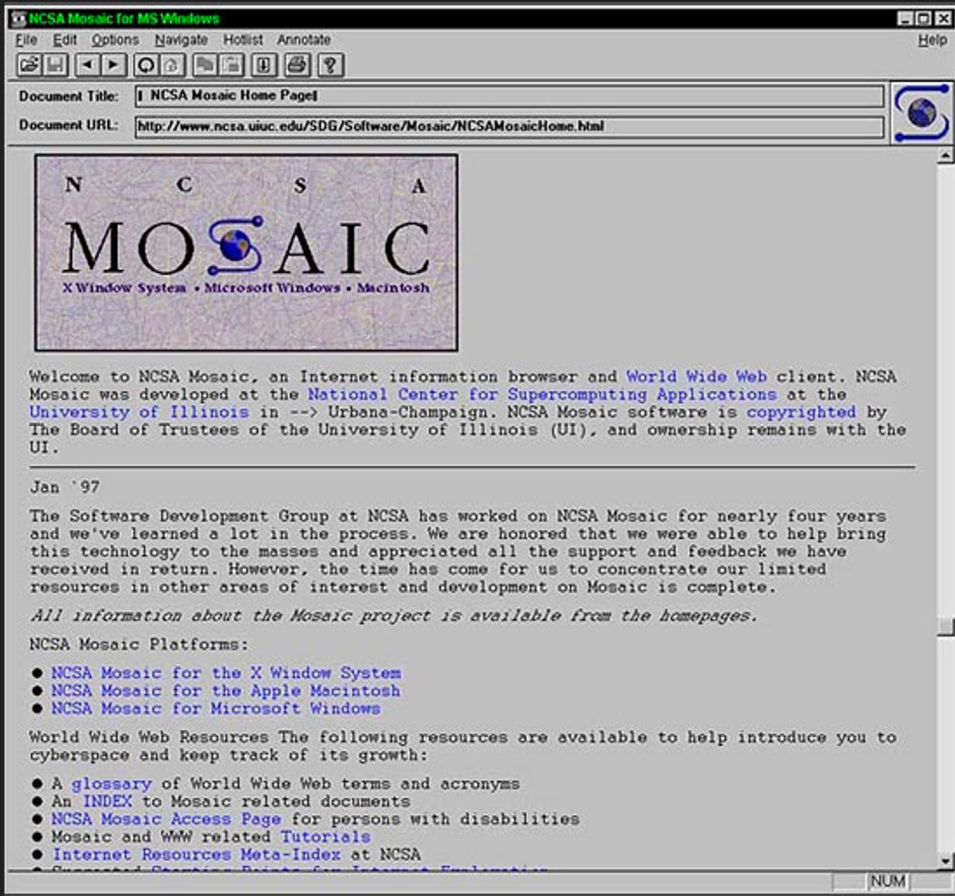
Will AI Lead To Bad People Doing Bad  
Things?



Is AI-driven autonomous drones used for surveillance and law enforcement good for society?

Will people choose AI to be life partners? (Will people fall in Love with AI agents)

How would a society driven by AI-powered social rating systems work? Would it be good to build a society with good behavior and relationships?



We are in that Mosaic moment in Generative AI?

# Should business worry about it?



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Thank you all for having me over. Was fun. Still think chatgpt has initiated a tech transformation that will ripple through everything we do. If you aren't reevaluating your processes, products as a tech company, you do so at your own peril.

## Leading Investor - Reported in WSJ

Says he has rekindled his appetite for investing in technology by talking with ChatGPT in the wee hours about ideas for inventions that the bot validated as wonderful -

# How should businesses evaluate?

## Evaluate how disruptive gen AI is to your business

1. If I don't do anything, can competitors with gen AI make me obsolete?
  - a. Creative work: advertising, design, gaming, media, entertainment
  - b. A lot of document processing: legal, insurance, HR
2. If I don't do anything, will I miss out opportunities to boost revenue?
  - a. Customer support: chat, call centers
  - b. Search & recommendation
  - c. Productivity enhancement: automated note-taking, summarization, information aggregation
3. If there are opportunities, what advantages do I have to capture them?
  - a. Proprietary data
  - b. A100s lying around
  - c. Existing user base

# How should businesses evaluate?

## Evaluate how disruptive gen AI is to your business

1. If I don't do anything, competitors with gen AI can make me obsolete

Go all in

2. If I don't do anything, I'll miss out opportunities to boost revenue

Build vs. buy decision

3. There are opportunities, and I have competitive advantages to capture them

Make bets



# How should we think about this?



## Potential

Identify use cases that will differentiate us, key is to identify the company's "golden" use cases



## People

Adapt organization structure, how people work.



## Policies

Setup ethical guardrails and legal protections

# Use Cases

# What Use Cases are Enterprises Exploring

## Text Classification

Without labelled data  
customer review (e.g.  
positive or negative)

Recommendations

Categorize customer  
support tickets (e.g.  
billing, product  
features, etc.)

## Content Creation

Source intensive task  
requiring hours of  
sustained creative  
thinking

Private Brand Images  
Generating  
Descriptions for  
Products in a Catalog

Images:  
Midjourney,  
StabilityAI models in  
HuggingFace,  
Dreambooth

## Information Extraction

Read Information  
from documents and  
summarize

Creating a Resume  
Skills Table for Hiring  
Managers

## Structured Generation

Unstructured to  
structured text(JSON)  
that can be used by  
another system for  
downstream tasks

**Function Calling in  
ChatGPT**

Margin of xx  
Detergent bar in Y  
WH

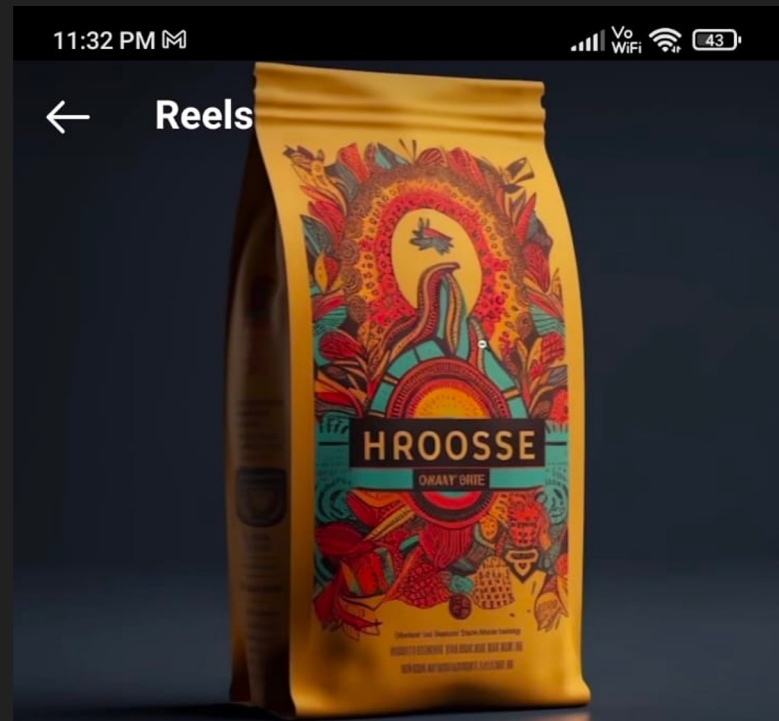
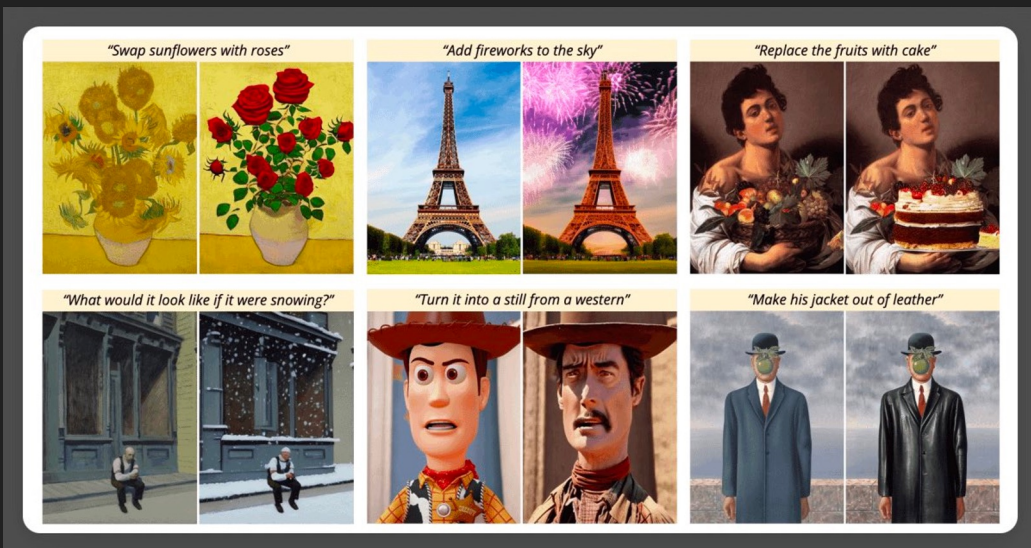
What is the price of  
Sugar in mills today?

## Q&A / Search

Large set of internal  
documents that you  
would like to use as a  
source of information  
when answering  
questions.

Lang Chain + Vector  
databases (Pinecone)

# Image of Product Package from Midjourney



Product shots of coffee packets, with  
minimalistic black logo

# Appendix

# Select Generative AI Use Cases by Industry

|                           | Industries                           |       |                              |                      |                      |                                  |               |                |
|---------------------------|--------------------------------------|-------|------------------------------|----------------------|----------------------|----------------------------------|---------------|----------------|
|                           | Automotive and Vehicle Manufacturing | Media | Architecture and Engineering | Energy and Utilities | Healthcare Providers | Electronic Product Manufacturing | Manufacturing | Pharmaceutical |
| Drug Design               |                                      |       |                              |                      |                      |                                  |               | ●              |
| Material Science          | ●                                    |       |                              | ●                    |                      | ●                                |               |                |
| Chip Design               |                                      |       |                              |                      |                      | ●                                |               |                |
| Synthetic Data            | ●                                    |       | ●                            | ●                    | ●                    | ●                                | ●             | ●              |
| Generative Design (Parts) | ●                                    |       | ●                            |                      |                      |                                  | ●             |                |

**gartner.com**

Source: Gartner  
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