Extra Credit Optional Feedback

I felt that the presentation by group 2 was well researched, they had good points and clearly had conducted enough research to back their points up. I did feel that the presentation got bit too monotonous as Peter has a knack to dive too deep into the technical aspect of things. Although is does help build the case better, it does bore the audience.

A few extra questions I had were as follows:

1. Peter countered Soham’s fact about 40% of the audience not caring about whether they talk to a bot or a human but how do you ensure that the transition is distinct enough to know who you are talking to? Does the bot let the customer know in advance that they are conversing with a bot?

2. How is data integrity maintained if data is being handed over to a bot? It is easier to take over a conversation with a bot as compared to a secure server.

3. How does the bot determine when human intervention is required?