Outliers are the up’s and down’s in the data which might take the analysis in a wrong way for some unexpected cases. Those outliers might be the true values but very rarely that case for the event to occur again. Usually those kinds of attributes will be removed as a process of data cleaning and preprocessing as they don’t have much value in designing an analysis model for that data. But in the article by shapiro, he says that outliers might be emphasized instead of ignoring them as they will provide bigger accuracy in case of real data and for sensitive models like creating health care related models we can’t take a chance on accuracy of the prediction as it might affect the organization in a way it can’t come back again to people.

Coming to the example of AT&T chatbots, no matter how good our model is, still we are chatting with an automated bot. I think there will be a much difference between interacting in person and through a bot. Even though it might have much more knowledge than a human being in assisting a customer we can’t have a chat with the bot like we do it with human being. So, I think applying Shapiro’s concept on AI-powdered automation is a very good idea and many of the companies like google, amazon is using the outliers to detect the rare cases and achieve good accuracy. Outliers are so important in some cases, for example consider a rare case of heart surgery being performed by a robot, then we need to consider all the possible cases where outliers can’t be ignored. So basically, instead of completely ignoring the outliers we might need to have a look at the origin of that outlier, try to merge the outliers and extract some knowledge from it which can’t be taken out from the remaining part of the data analysis.