



Artificial General Intelligence (AGI)

When will the AGI Robots enslave humans?

How to rebuild our society in the aftermath....



Photo Credit: Bing Image Creator powered by DALL-E3



Stories from the Field

Implementing AI & Hyperautomation Solutions



Delivering great experiences using humans alone is not scalable or sustainable...

89%

of employees report that sorting through an inbox of emails, IMs, and requests is the most unpleasant part of work.

Source: <https://www.forbes.com/advisor/business/digital-communication-workplace/>

~50%

of workers report their productivity being affected by ineffective communication.





Christina Kucek, PMP

Executive Director of Intelligent Automation, CAI

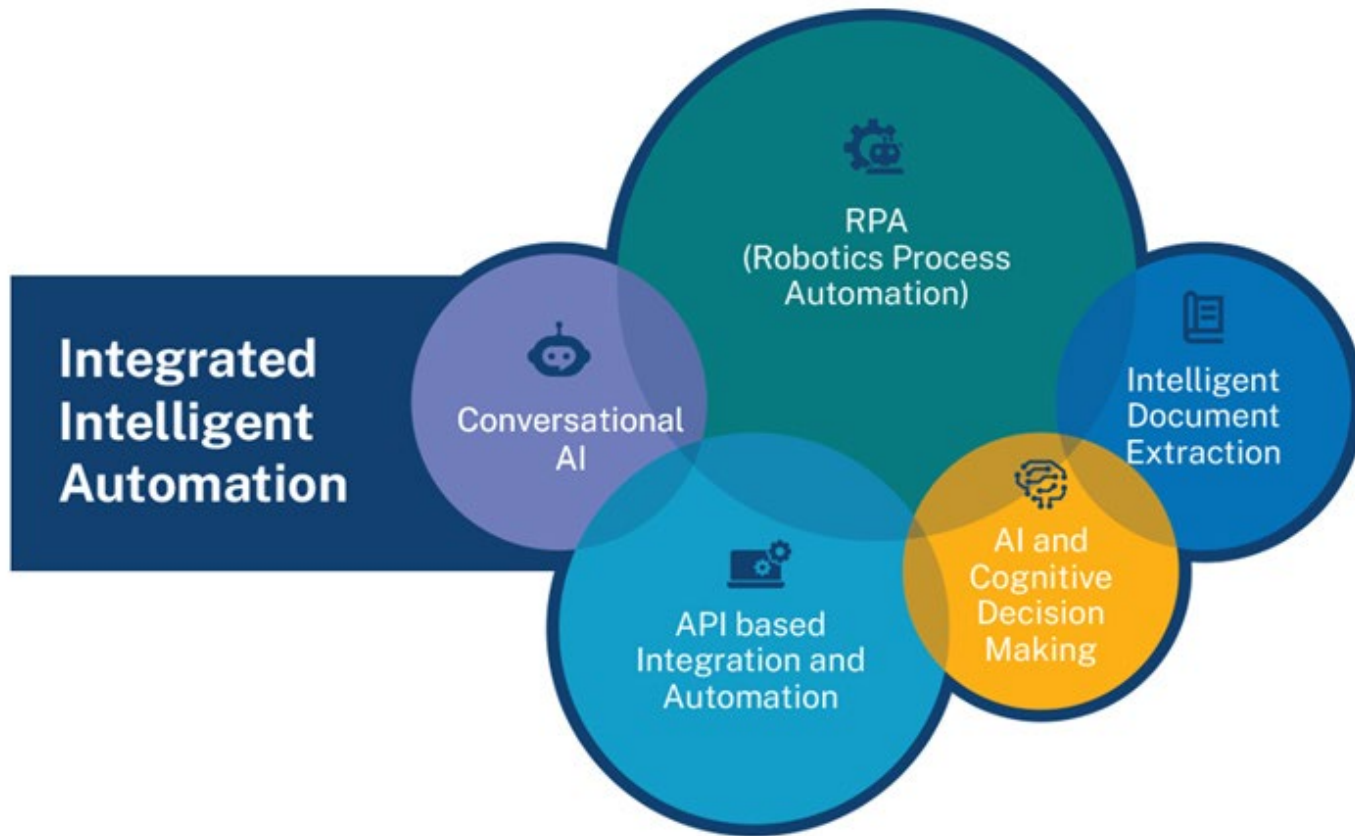


Christina has been assisting clients in their automation journey, from Artificial Intelligence and Machine Learning to RPA and Intelligent Document Processing for 12 years.

Her solutions drive efficiency, cost savings, and a competitive advantage. Within CAI's Intelligent Automation Practice, her primary focus has been delivering hyperautomation solutions for various business units including Finance, Supply Chain, IT, HR, and Customer Services in both the public and private sectors.



What is Hyperautomation?



Hyperautomation is a business-driven, disciplined approach that organizations use to rapidly identify, vet and automate as many business and IT processes as possible.

Hyperautomation involves the orchestrated use of multiple technologies, tools or platforms, including: artificial intelligence (AI), machine learning, event-driven software architecture, robotic process automation (RPA), business process management (BPM) and intelligent business process management suites (iBPMS), integration platform as a service (iPaaS), low-code/no-code tools, packaged software, and other types of decision, process and task automation tools.

Source: Gartner 2023



Hyperautomation for Employee Experience

Tools and Technologies:

1. Hyperautomation for Onboarding
2. Conversational AI
3. Context Mining & Email Routing
4. Employee Insights using LLM's and Generative AI

The screenshot shows a TechTarget article page. At the top, there's a navigation bar with 'TechTarget HR Software' and links for 'Employee Experience', 'HR Administration Technology', and 'Talent Management'. A prominent banner at the top right says 'Benchmark your career progress with TechTarget's 2023 IT Salary Survey results' with a 'Download Now' button. The main article title is '3 ways to use AI to improve employee experience' by Christina Kucek, published on 20 Jun 2023. The article text discusses how conversational AI and large language models can help improve employee experience. A sidebar on the left contains social media sharing icons for Facebook, Twitter, LinkedIn, and Email. A 'Sponsored News' section on the right lists three articles: 'Three Innovative AI Use Cases for Natural Language Processing', 'Why DE&I, why now?', and 'The Business Case for Intrinsic Security—and How to Deploy It in Your ...'. A 'GUEST POST' badge is visible above the article title. A 'GUEST CONTRIBUTOR' badge is visible below the author's name. A 'Download Now' button is also present in the article's header area.

<https://www.techtarget.com/searchhrsoftware/post/3-ways-to-use-AI-to-improve-employee-experience>



Hyperautomation for Employee Offboarding

Tools and Technologies:

1. Access Management
2. Exit Interview Distribution
3. Analyzing Exit Interview Data

The screenshot shows a TechTarget article page. At the top, there's a navigation bar with 'TechTarget HR Software' and categories like 'Employee Experience', 'HR Administration Technology', and 'Talent Management'. A prominent banner at the top right says '11 ASPECTS TO CONSIDER PRIOR TO A DATA CENTRE UPGRADE' with a 'DOWNLOAD NOW' button. The main article title is '3 ways AI can improve your offboarding process' by Christina Kucak, published on 05 Oct 2023. The article text discusses how AI can improve the offboarding process for HR staff by capturing exit interview data and quickly delivering documents. There are social media sharing icons (Facebook, Twitter, LinkedIn, Email) on the left. On the right, there are two promotional banners for 'Benchmark your career progress with TechTarget's 2023 IT Salary Survey results', each with a 'Download Now' button. Below the article, there's a 'Sponsored News' section with links to other articles like 'Meet the Needs of the New Remote Workforce: Scale, Security, Productivity and ...' and 'Using affinity groups to foster a DEI&I culture'.

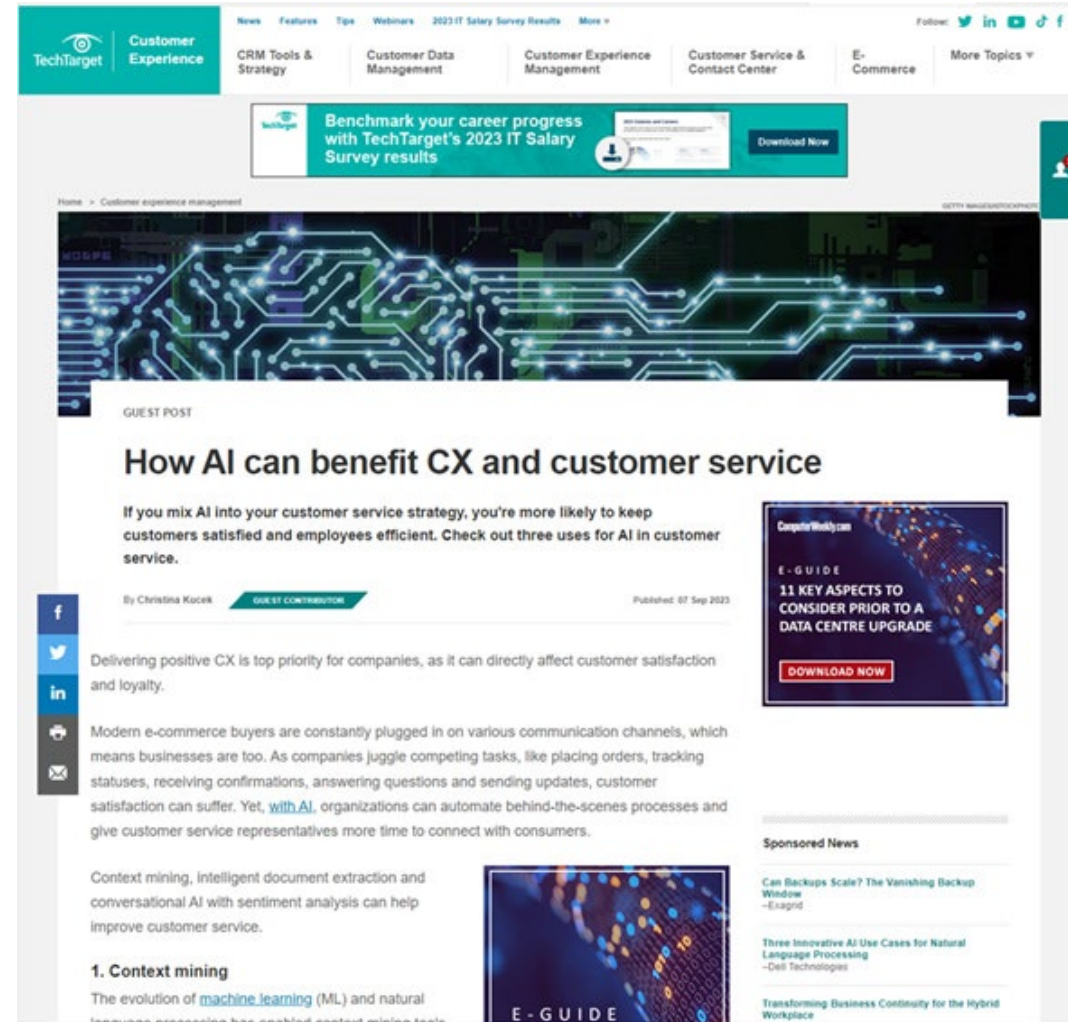
<https://www.techtarget.com/searchhrsoftware/post/3-ways-AI-can-improve-your-offboarding-process>



Hyperautomation for Improving CX

Tools and Technologies:

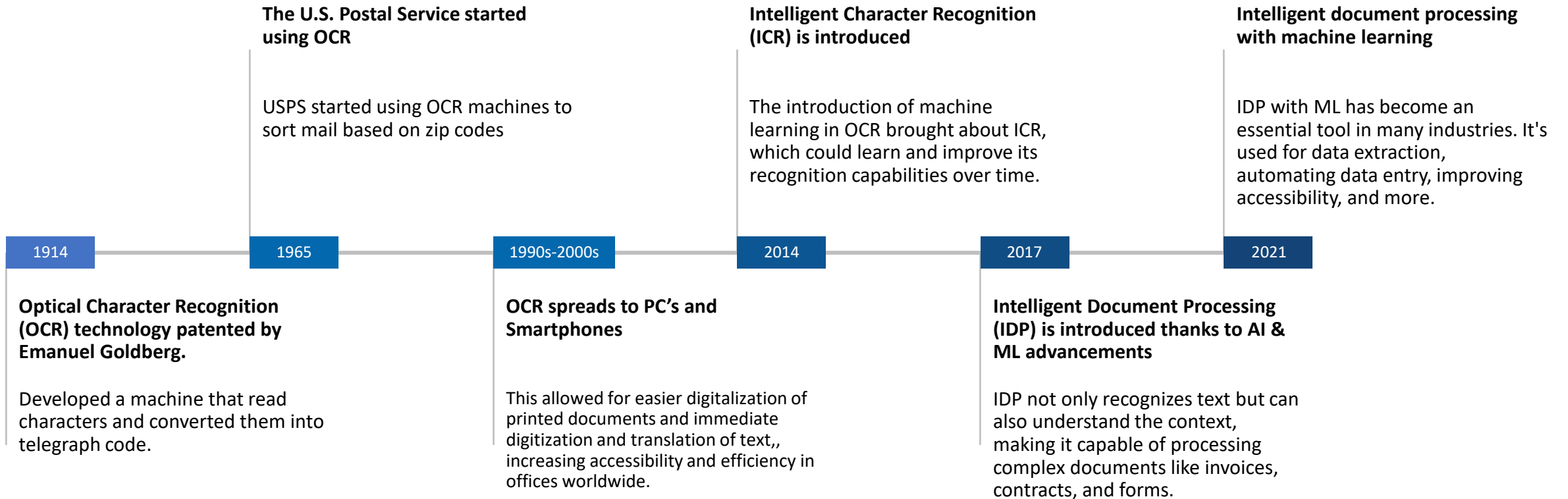
1. AI Context Mining
2. Intelligent Document Processing
3. Conversational AI
4. Deep Personalization



<https://www.techtarget.com/searchcustomerexperience/post/How-AI-can-benefit-CX-and-customer-service>

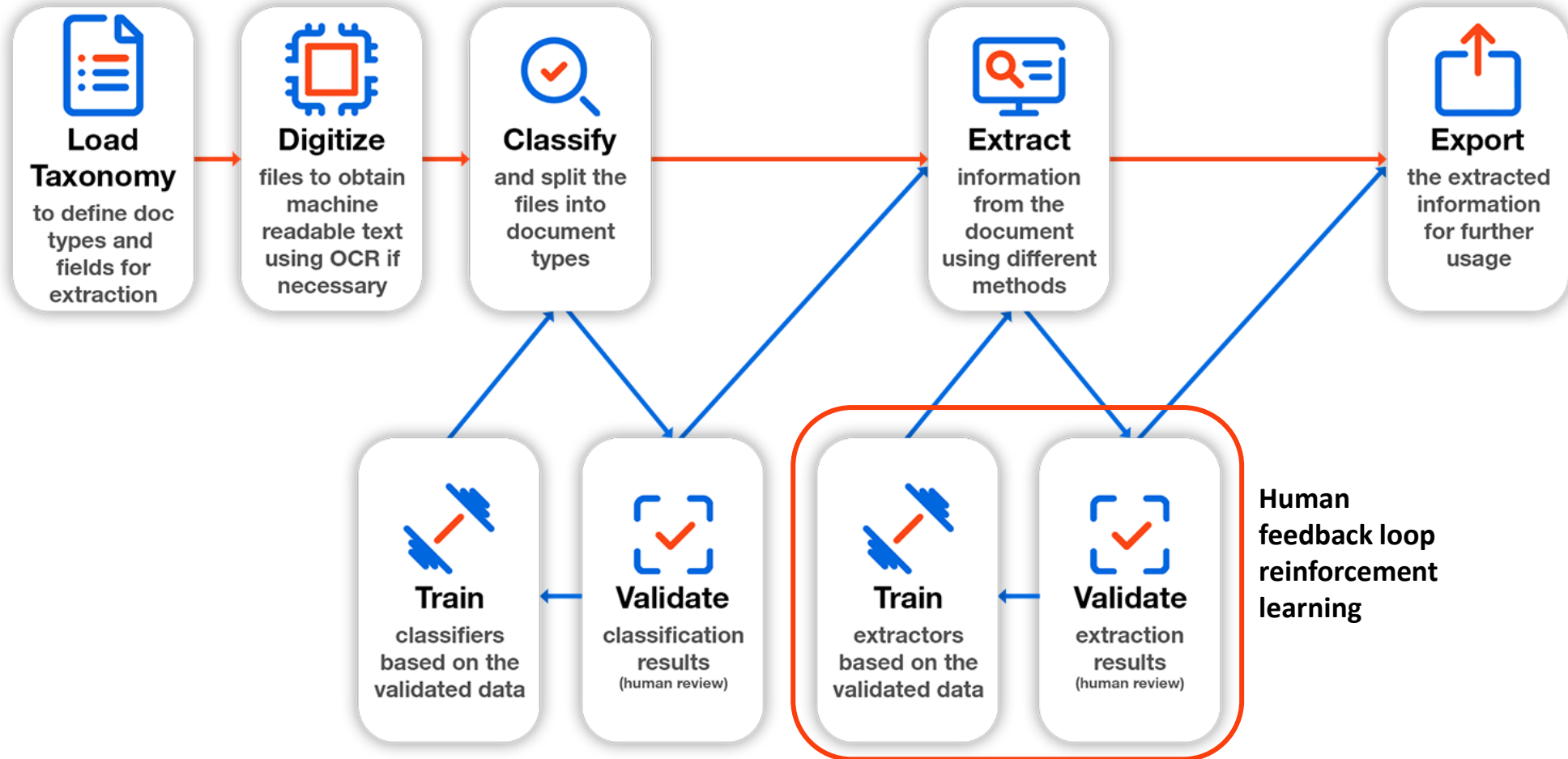


Intelligent Document Processing



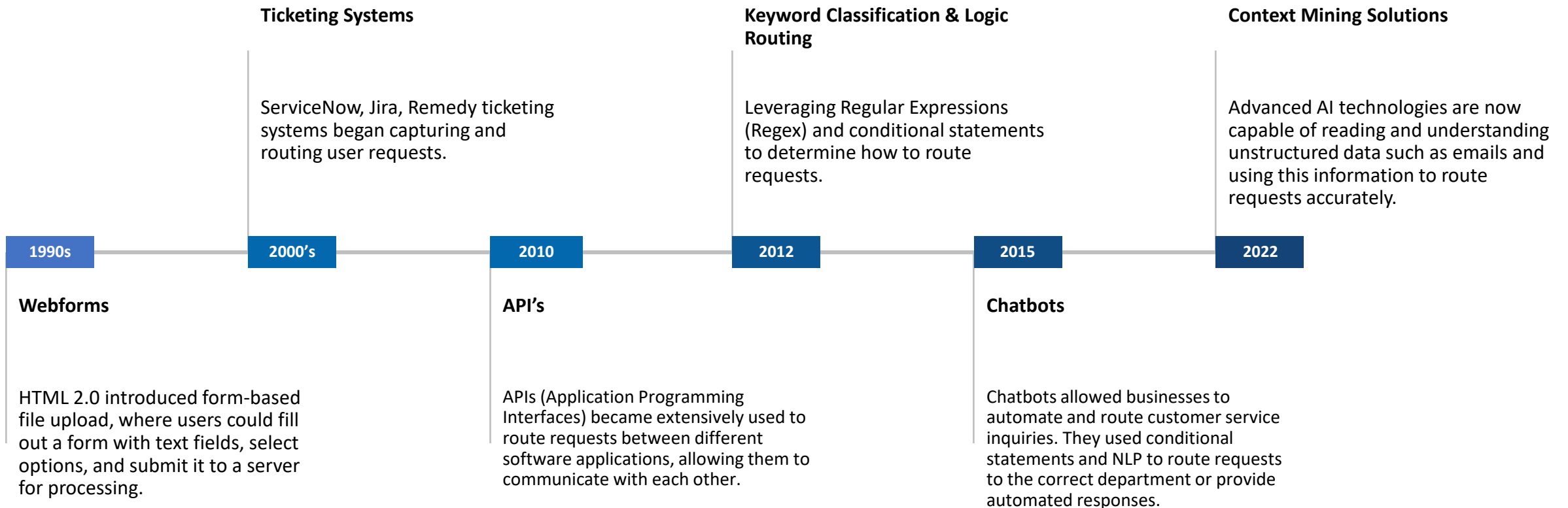


Steps: Intelligent Document Processing





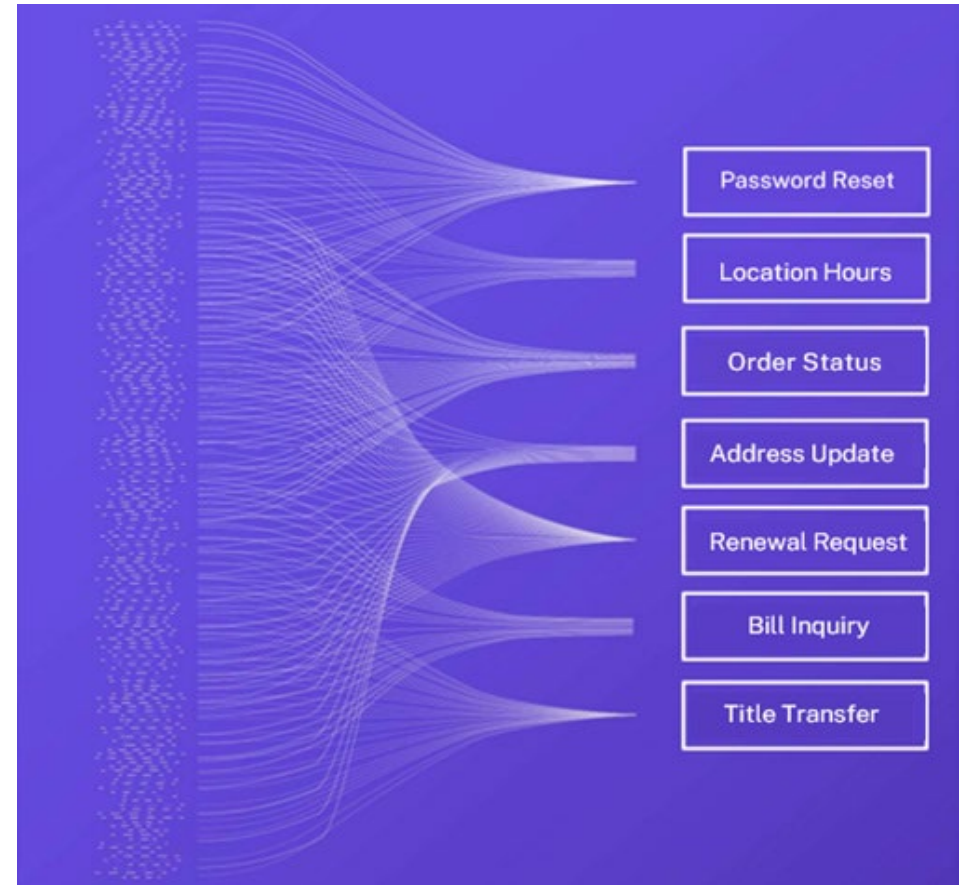
Context Mining: Email & Request Routing





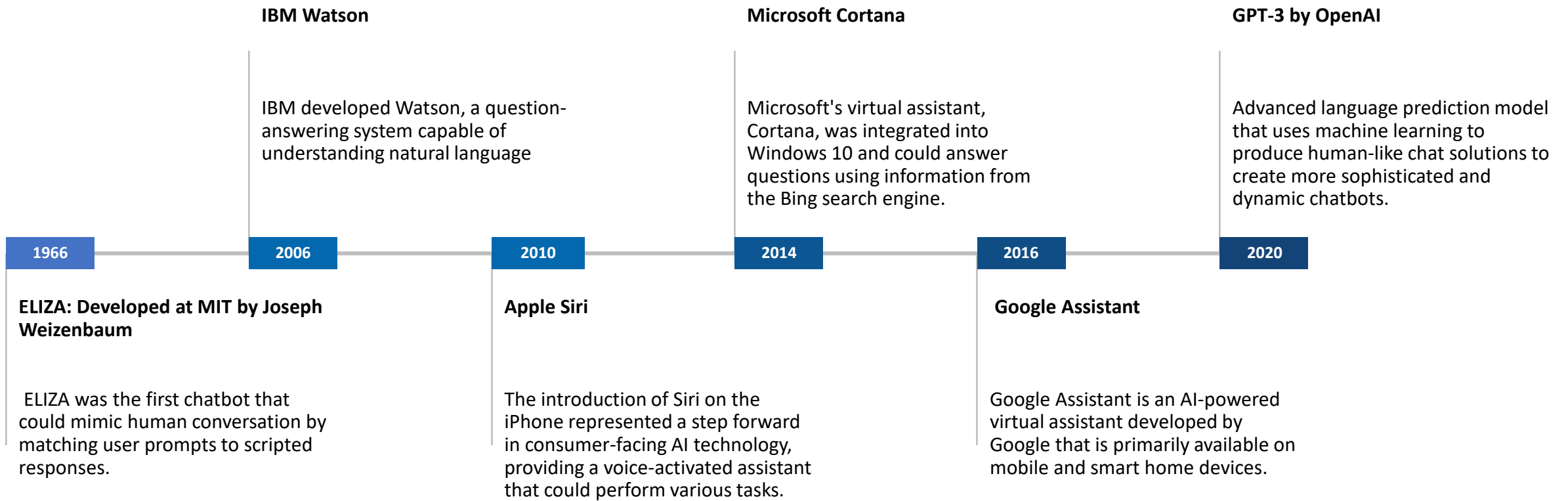
AI Context Mining & Request Routing

- Unstructured data comes in from all over.
- Using large language models, and neural networks, we're able to understand the context, sentiment and urgency of each email request and route it appropriately.
- Automating email or web form traffic to the correct inbox or fully automating the request completion.



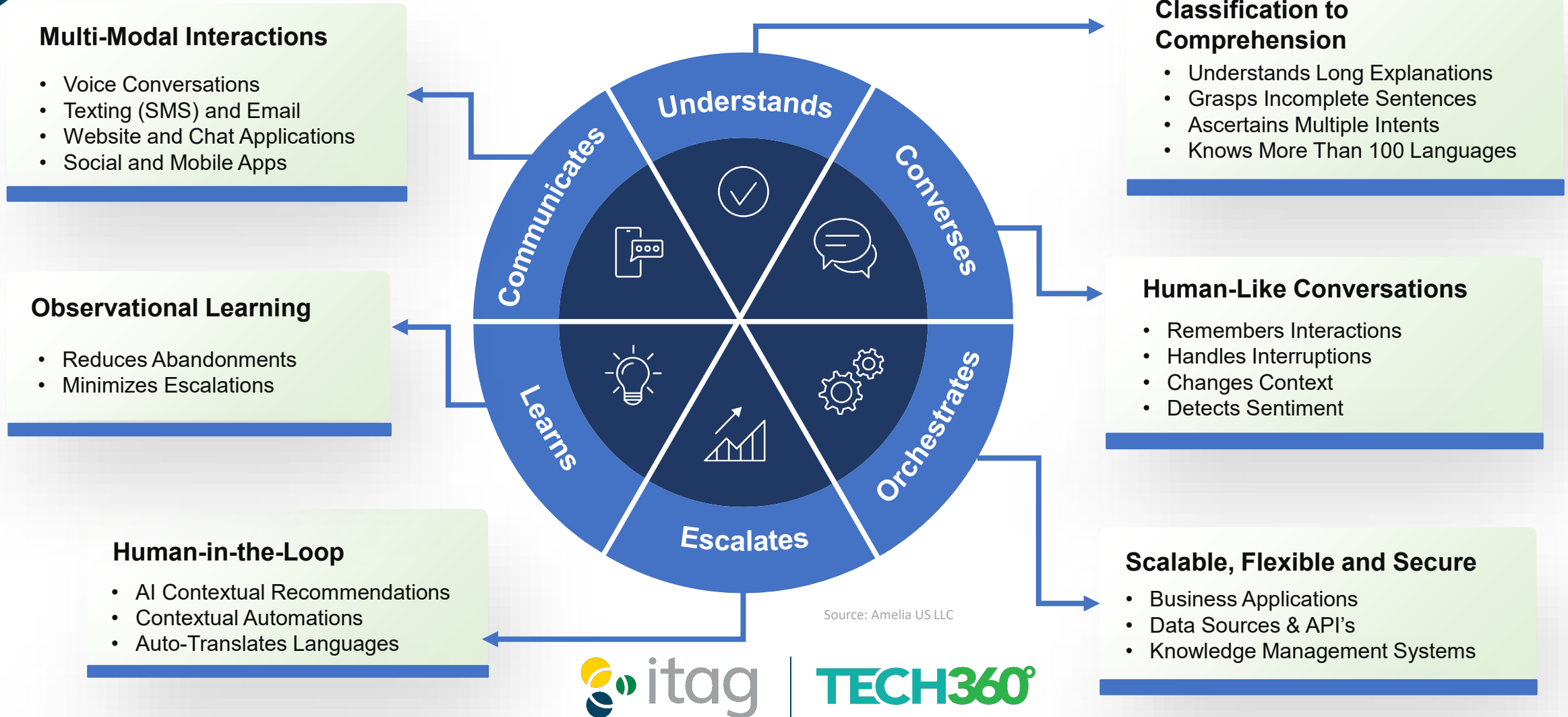


Chatbot Technology





Conversational AI Technologies





Bhavin Shah: CEO of Moveworks on Conversational AI



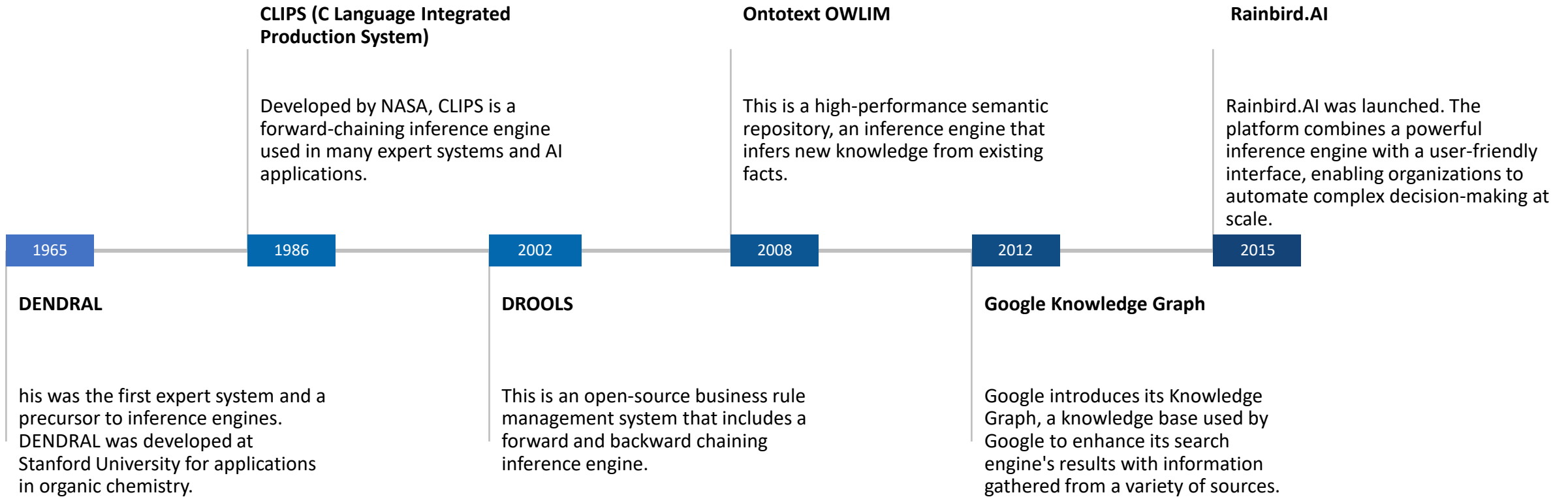
Christina Kucek | CAI

I'd really like to
start by level

CAI[®] We power
the possible[™]

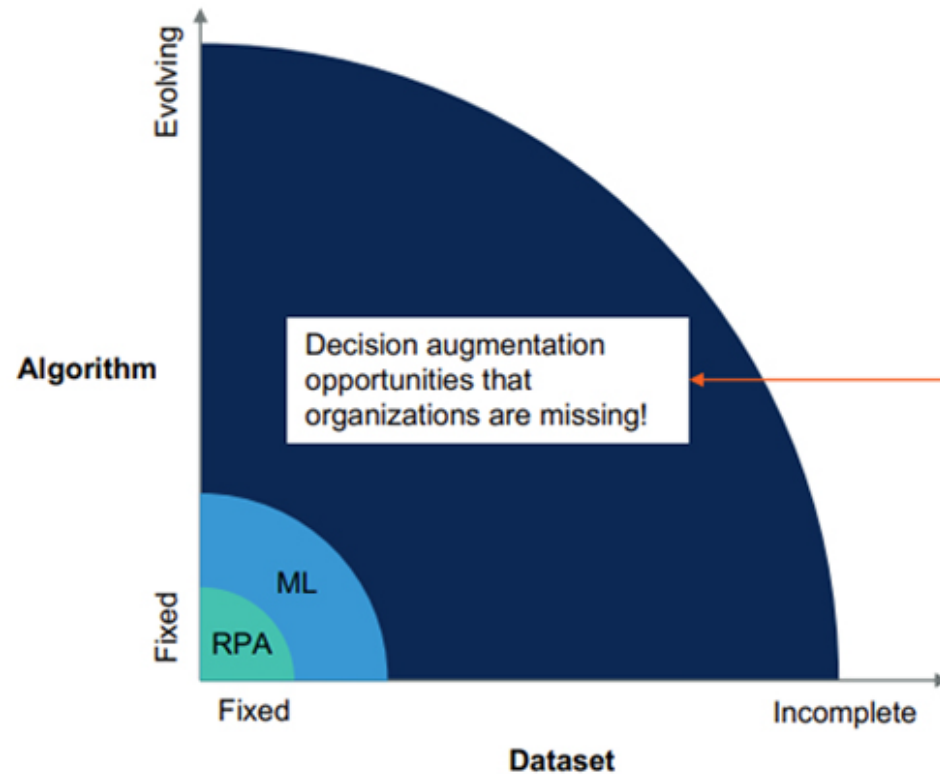


Inference Engines & Expert Systems





Cognitive Decision Support/Inference Engine



Expert decisions that are time-consuming for human experts.

If these decisions can be sped up and made more consistent and transparent, they provide a vast untapped opportunity to build decision services that improve internal efficiency and/or can be monetized

Source: Rainbird AI

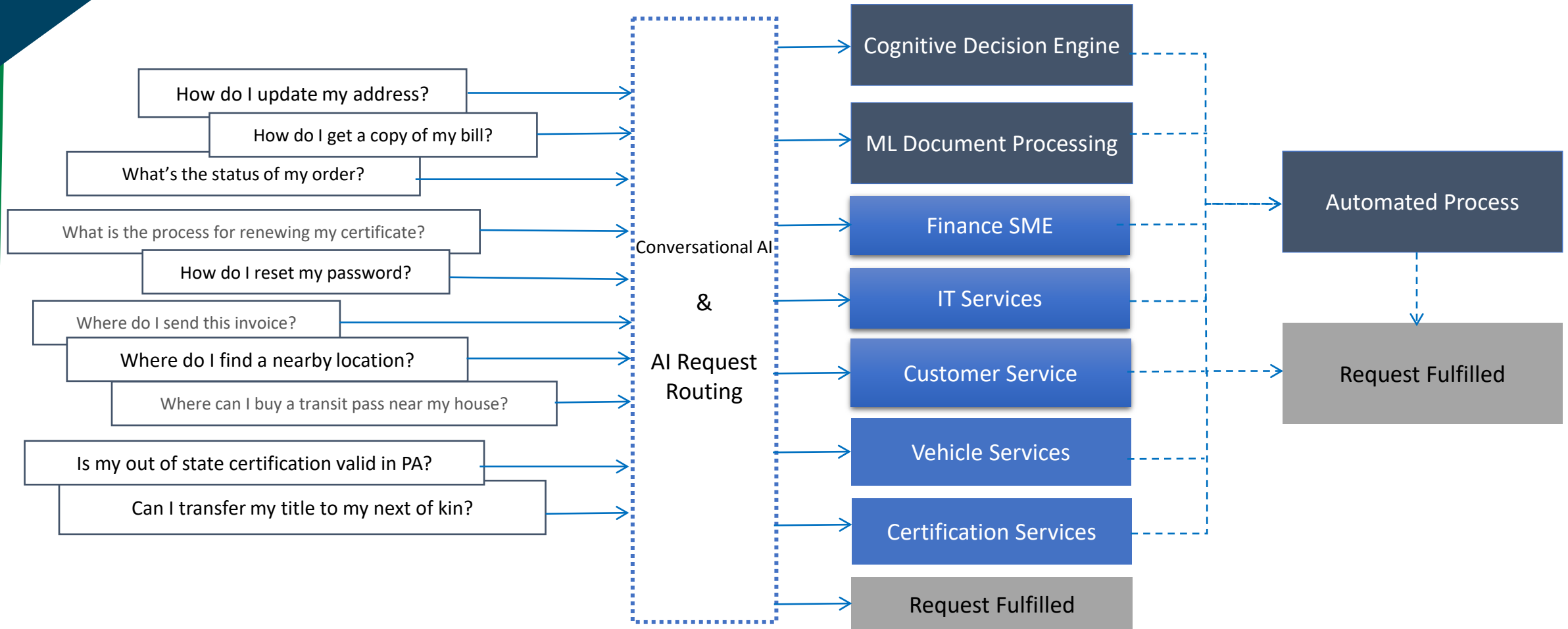


James Duez, CEO and Co-founder, Rainbird.AI on black box vs. glass box





Request Fulfillment with Hyperautomation





CAI® We power
the possible™




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