Are we there yet?
Artificial Intelligence and Chatbots

Duleep Deosthale, PhD
Co-founder and Vice President
ICEF Miami 2016
admission table
Now, where were we last year?
Did we picture ourselves doing this?
While shopping
or waiting for the metro
or even in the restroom!
And, did we confess to having ‘Nomophobia’?
YES

NO

I DON'T KNOW
Well, here are some student statistics…

Proportion of respondents who confess to ‘nomophobia’

- 53% in 2008
- 66% in 2012
- 74% in 2014
Nomophobia: Fear of not being connected due to a lack of battery power, signal or loss of one's mobile phone
Now, mobile was great!

But how else has my life changed?
Is some of this happening already?
Shopping
The elusive ‘perfect’ personal assistant  24/7 ‘Infallible’ Virtual Personal Assistants

Google now

Cortana

Siri
What is powering this change?
Artificial Intelligence or AI

Intelligence exhibited by machines.

In computer science, an ideal "intelligent" machine is a flexible rational agent that perceives its environment and takes actions that maximize its chance of success at some goal.

Wikipedia
Chatbot

A chatter robot or ‘chatbot’ is a type of conversational agent, a computer program designed to simulate an intelligent conversation with one or more human users via auditory or textual methods.
Machine learning
Voice Recognition

"At U.S. Bank my voice is my password"

Tap and speak your passphrase, then tap STOP
Hello Google!!!

Listening...

best colleges in US

Stanford University  Columbia University  Yale University  Harvard University

Best Colleges | College Rankings and Data | US News Education
www.usnews.com › best-colleges

Mobile-friendly - National Universities. #1. Princeton University, Princeton, NJ. #2. Harvard University, Cambridge, MA. #3. Yale University, New Haven, CT.

Explore the 2016 Best National Universities
Is it affecting organizations?
IBM’s AI Goal: 1 Billion by 2018

BIG PLANS: CEO Virginia Rometty touted the reach of IBM’s Watson artificial-intelligence technology at the WSJDLive conference.
Most organizations are increasingly using AI...
Access to Business Data

48.5%
Automation to remove repetitive tasks
Enterprises are turning to artificial intelligence (AI) to help analyze data and use it to make effective business decisions. A new survey from Narrative Science reveals how enterprise CEOs, knowledge workers, data scientists and analysts perceive and use AI and Big Data in their enterprises. Some notable findings are highlighted here.

Enterprise leaders define AI as technology that:
- Thinks and acts like humans
- Can learn to do things better over time
- Can understand language
- Can answer questions
- Passes the Turing test
- All of the above
- Other

57.9% of businesses with Big Data tech have AI solutions deployed.

ON AVERAGE, ORGANIZATIONS FEEL THEY ARE GETTING 53% OF THE POTENTIAL INSIGHTS FROM THEIR AVAILABLE DATA.

EXECUTIVES ACKNOWLEDGE DATA ANALYTICS TECHNOLOGIES ARE MORE EFFECTIVE AT PRODUCING PROBLEM-SOLVING INFORMATION WHEN PAIRED WITH AI.

29% of respondents named PREDICTIVE ANALYTICS as the top priority they think their organizations could address with AI-powered solutions.

THE PRIMARY REASON ENTERPRISES CURRENTLY USE AI IS FOR:
- 48.5% Automated communications that give business audiences data they can use to make effective business decisions
- 13.6% Automated communications that give consumer audiences data they can use to make effective decisions
- 6.1% Automation that eliminates manual and repetitive tasks
- 4.6% Monitoring and alerts about the health of the business. Automated data-driven reporting
So has anything changed in one year?

Q:

When will everything think and talk to every other thing?

Why Wait™

Qualcomm.com/WhyWait
So, what about education?
Is your institution nimble enough?
Teaching?
Who is this TA that Georgia State hired?

A robot has been teaching grad students for 5 months... and NONE of them realized

- Jill Watson has been a TA at Georgia Institute of Technology for months
- She is in fact a robot powered by IBM's Watson system
- But students said her emails seemed casual, personal, and to-the-point
- Researchers said TAs spend too long responding to email questions

By MIA DE GRAAF FOR DAILYMAIL.COM and CHEYENNE MACDONALD FOR DAILYMAIL.COM
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There are some human attributes robots could never replace - or at least that's what you might hope.
Grading?
Gradescope Raises $2.6M to Apply Artificial Intelligence to Grading Exams
Student Services?
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Language Learning?
Leslie Linguo

You:
Leslie: Hello, my name is Leslie. I am an ESL oriented chat bot. I can talk about different topics in English, define words, provide synonyms and antonyms, translate my responses into over thirty languages, explain grammar, and finally conjugate nouns, adjectives and verbs, both in writing and orally. What can I do for you today?

Your input:  
Saying mistakes:  
Translation:  
You must register to get translations of Leslie's answers into your language. Registration is free and easy. Click here for more information, or here to login.
Admissions?
The Admission Table app is one free resource that provides real-time university admissions counseling and features more than 1,000 universities in many countries.

The app uses a combination of chat bots and human admissions counselors to answer questions, such as programs offered, tuition costs, test score requirements, application fees, deadlines and living expenses.
“Internet giants, armed with a new breed of chatbots, are stepping up a war over messaging services that increasingly hold the key to controlling customer relationships.”

Don Clark, What’s next for Tec in ’17, Wall Street Journal, Oct 27
World’s 1st university admissions
Chabot: Ana

Where is this university located?
Louisville, Kentucky, USA

How much GRE score?
M 156, V 152
Focus on:

- Chat interface
- Engagement
  - 24 / 7
- Bite size
- Precise
- Shortlist
- Scale
And so ... Education too!

“Artificial Intelligence in the Education market to grow at an impressive CAGR of 39% through 2020.”
- Technavio

KONKURRENT ODER KOLLEGE?

ZUKUNFT DER ARBEIT

Ab 30. Oktober.

Im Fernsehen. Im Radio. Online.

themenwoche.ARD.de
Thank You

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admissiontable.com