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FORUM 2018

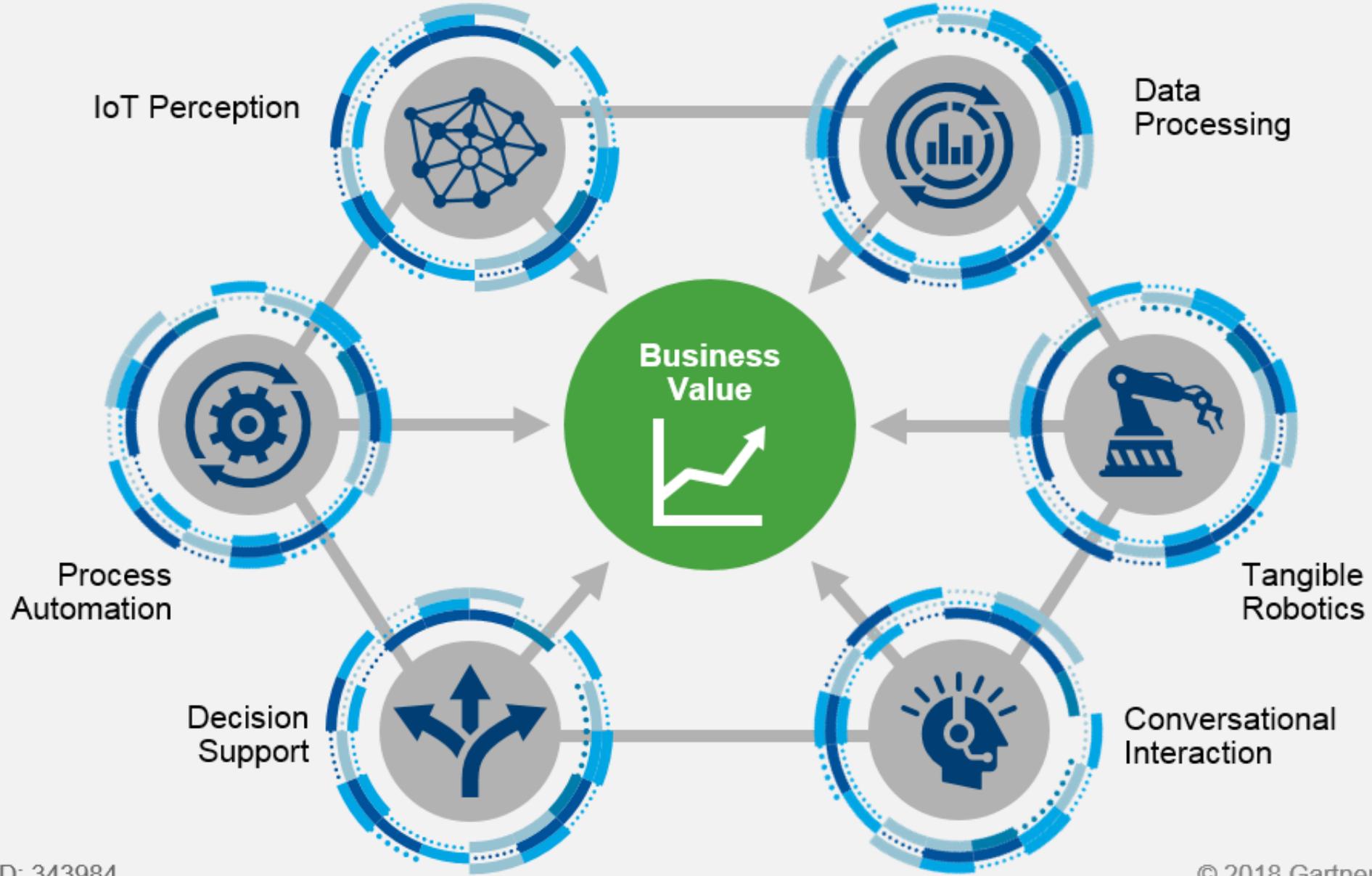
6-9 November 2018 | Manila, Philippines

Knowledge
sharing in the
age of Artificial
Intelligence
i.e. bots for
knowledge
@OzzeirK
@marclepage

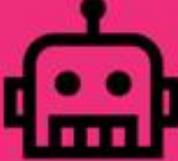


Artificial Intelligence

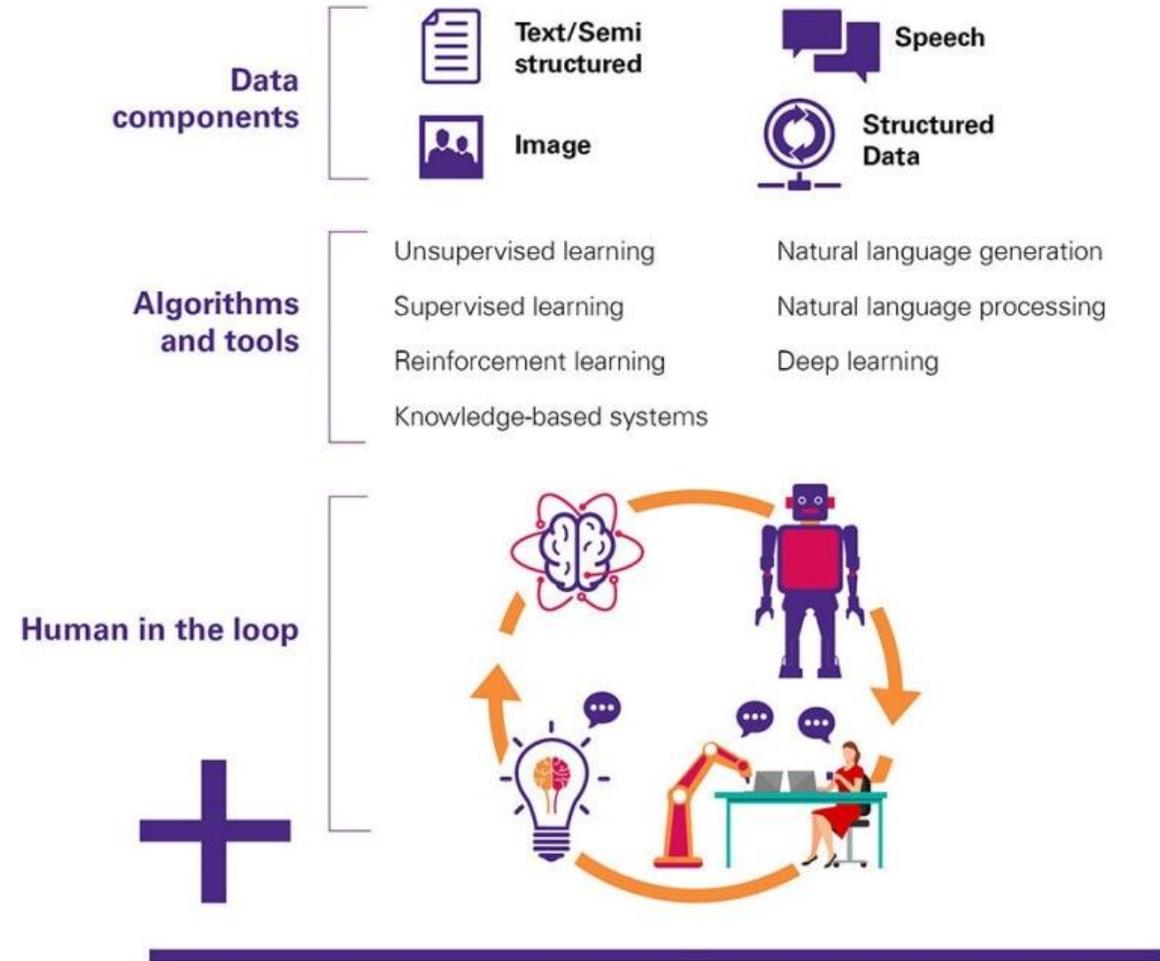
Connect AI With Business Value



Bots in knowledge/information management

 Sites & libraries	 Search	 Bots
<ul style="list-style-type: none"> ● Organized ● Lots of stuff ● Predictable ● Max Curation ● Maximum user training 	<ul style="list-style-type: none"> ● Organic ● Everything ● Unpredictable ● Min Curation ● Mid-level user training 	<ul style="list-style-type: none"> ● Direct ● What's needed ● Predictable ● Mid Curation ● Minimum user training
<p>● Easy/Pretty good ● Okay ● Hard/Not great</p>		

What are bots?



**Automation
Acceleration
Enhanced insights**

Knowledge bots

- Robot advisor: interacts in natural language to provide targeted, real-time and accurate advices to internal and external interested parties (Government partner, prospective staff, contractors..)
- Robot creator: brings together multiple relevant source of knowledge and data (external and internal), creating original knowledge resources
- Robot seeker: explores unknown knowledge sources to bring you up to date and relevant content



Bot as knowledge interface

- Ability to address relevant use cases
- Ability to handle complex conversations
- Ability to keep context or memory of prior input and modify downstream responses
- Ability to transfer to the web and back
- Ability to transfer to right human resource(s) at the right time
- Ability to communicate with existing business systems

Bot for knowledge generation

5 Steps to Automation of Knowledge Work



- **Step 1** - Identify costly, labor-intensive, and highly repetitive tasks performed by knowledge workers.
- **Step 2** - Feed a machine learning system with historical data inputs and human activity outputs to produce predictive models (we have worked to develop various predictive algorithms for many enterprise use cases).
- **Step 3** - Apply predictive models to new data to automate knowledge worker tasks, in parallel to normal operations.
- **Step 4** - Evaluate results and fine tune predictive models to gain confidence by measuring the quality of machine output compared to that of manual effort.
- **Step 5** - Build applications that augment human knowledge resources with automated machine knowledge work.

Bots for knowledge



Ok Marc,
Je suis prêt pour l'entrainement !

- 1 tu aimes, tu dis
- 2 tu n'aimes pas, tu dis
- 3 tu doutes, tu ne dis rien !



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nytimes.com |

Bots can help us move up the pyramid



Data: Internal or environmental signals

Information: Data, filtered by implicit or explicit intention

Knowledge: Information, transformed into meaning

Wisdom: Knowledge that has been experienced

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