

What Makes Good AI

1/22/2020

Objectives



Identifying a Good Problem

- **Conversational**
- **Broad and deep**
 - Scope covers the subject area thoroughly
 - Scope allows for more than a single ask and response
- **Value adding to the user**
 - Why will people use this?
- **One that you can measure the success**
 - What define VA success for you?
- **Solves a real user need**
- **Provides value to the end user**

Discussion Topic - Conversations

Think to the last time you spoke to a subject matter expert the AI will be augmenting...

- What did you ask them?
- Where did the information come from?
- Was it expert knowledge?
- Was it procured from a system or service?
- Did they have follow up questions? What were they?
- Did you have follow up questions? What were they?
- Was there was clarification or context that you didn't provide at the first turn of the conversation?
How was this handled?