We're at Lesson 4 now, Real-World Use Cases.

We understand what a chatbot is. We understand where chatbots have come from. We understand basically, for the most part, where we are with chatbots, how we can interact with them, and what the near future is going to be.

Now, let's look at what we actually build chatbots for. Let's look at them real-time and what they are.

The creator of Cleverbot says, "Chatbots are like real people, but they're not. It's an illusion of intelligence." So again, I'm going to hit on this again just to make sure that you're a thousand percent. Chatbots are not real. Chatbot doesn't have consciousness. Chatbot doesn't understand anything you're saying to it. Chatbot doesn't have memory. Chatbot doesn't have feelings. They don't understand it. There is nothing. Dial into that. Go back and watch the last lesson, if you don't really get it yet, but just understand that it's nothing. It's just a math problem. There is nothing there. Super critical.

First level. What are we looking at? AI chatbot for physical and mental health care. Now this already kind of exists, but the thing that is adding AI into it is like Eliza, right? It's allowing pseudo scientists or pseudo doctors to be able to actually help you. So let's say you don't have health insurance. Let's say you have some kind of problem like you're depressed or you need therapy. You need talk therapy. This and actually do that and it can be free or low cost. And you don't have to have a medical degree. Now, the thing is what you do is you have the ability to speak to this thing and then it uses previous anonymized data to be able to go through and actually mimic a therapist.

A therapist has to be there at the end of it and they have to actually pass the quality control. And you have to definitely keep guardrails around this. Talk therapy for people that don't have insurance or can't afford this or just need to get something off their chest and don't necessarily need long term therapy. This is what this is for. Also it doesn't make mistakes. In the medical world it can help with prescriptions. It can help with everything that AI already does in the medical world.

You're just tagging this into a chatbot so now if you go to webmd. com and you start asking questions that are suicidal tendencies or they're super depressed or something like that. It can actually turn around and start asking you questions in a therapeutic way to get you to speak to it.

And as long as you understand that this thing isn't going to take that information and use it against you, there's nothing wrong with just being honest with a random robot, right? Especially if one that's clinically-trained to help you. It lowers the barrier of entry for therapy. It lowers the barrier of entry just for mental health.

Everything about this type of technology is giving access to people that don't have access. So, allowing people to use this type of tool to get their mental health in a line is something that I'm super into but also really exists right now. So real use cases. Create a chatbot that is mental health. Or your employees and allow them to speak to this thing instead of having to go to HR or instead of having to make appointments. Like give them an anonymized private basically confessional, for lack of a better term.

This is a huge one. This exists right now. This is definitely happening. And I think things like BetterHelp, things like Talk Therapy Online are all going to benefit from AI. It's going to be insane. What happens with, specifically talk therapy, but also 5G with the ability to have a chatbot identify wounds and if eventually be able to manipulate real world. They'll be able to do things like over the wire suturing in battlefields and it'll just be an AI doing it, right? That's the future of this type of stuff, but you can run them down, right.

So provide automated screening and triage for common conditions. So take a picture and send it to the AI say, "Hey, what do I do with this?" And it's like, "Just put Neosporin on it or get to the hospital," right? Assist patients in tracking symptoms, medications, appointments. Same type of thing, right?

So the AI is just there, "Hey, make sure you take your medicines. You didn't take all of it." To a point where it can modify and monitor your biometrics. You can authorize personal guidance and recommendations. A doctor's not going to be there the entire time, but you have an AI that's maybe checking your biological signals or it's asking you questions and it can give recommendations based upon where you're at.

24/7 on demand health information so you're not googling and wondering what your symptoms are and going to WebMD and like being like, "Oh my God, I have cancer." This will help. So, the reduced burden from that too is that you're not going to ER because you have stomach ache and it's gas pains. Because the AI is telling you it's just gas pains. This is what you do. You just going to go to the bathroom.

You can monitor a patient's mental health between appointments. This is super critical. So, just because you have therapy on Wednesdays doesn't mean that you're not gonna have episodes and critical components during the week or on the weekend. Now you have to store all that up and get it out for your therapist. This allows you to use this as a journal and then give it to your therapist. And then the therapist can have actual data from the AI to tell it, "Hey, this is where they're at this week."

Automated therapy. Virtual patients. Again to help medical students, speech and linguistic patterns to learn if somebody's like stroking out, for instance. If they start asking for random words or they start using verbs that don't make any sense. Like, "Hey, they're having a stroke." Things like that.

Medical paperwork. Insurance information. You could just look at that process it for the user and make it easier and tell them what it is, okay? So healthcare, huge.

Education and tutoring another one. So just imagine you have a personalized instruction tutor that can change the way that they interact with the student real-time to give them the lessons that they need. So it's not just okay, "Here is the lesson of the day. Do this work. Do that work. Do this work and then you're done." No, they actually will change the way that they're interacting. They'll come back and give word problems or they'll give videos or make it a game or they'll do whatever they need to do to help the student actually learn. These are unlimited patient teachers, right? Teachers in themselves are patient people but they're still people. They only have a limited amount of ways to teach. And if that doesn't work for the student, then the student won't be able to learn. The AI has unlimited versions and unlimited ways, right?

Again, all of these chatbots in every single industry is 24/7 support. That's really like the biggest key takeaway – you don't have hours anymore. You don't have customer service hours. You don't have order taking hours. You don't have shipping hours. Anything like that. It's just all handled by the AI. AI doesn't sleep. AI doesn't take time off. AI doesn't go on vacation. Doesn't doesn't get sick, right?

The run these down. Think about that, like assist with homework, help and subject and subject comprehension. You have the AI assistant that's there and it's like, "All right, I was with you all day in school and I listened to what the teacher said and I knew the homework. So I'm just taking this onto what's at home. So I can relay what I already have quote unquote heard and help you." So that way you don't have to take notes. You just have a little robot that's there and it's teaching you as you go forward as well.

So the teacher gives you a lesson. You go through. And the AI watches you write on your keyboard or whatever it is and then it says, "Okay, this is the way you're having problems." And it can create different problems for you at home to help you move in school.

So again, it's these little tiny motivational things. These little like cobots is what these are. These chatbots are going to turn into cobots. They're going to turn into like your little assistant that just follows you on your shoulder and just gives you virtual tours of schools, for instance, right?

So you want to go to Columbia or you want to go to Yale and you don't know which, so you just drop it in the metaverse and you just walk around and take a campus tour with the chatbot. And it gives you all the information you need. Now you've technically seen every school you know and you say, "I don't like that one. I like the architecture of this one. I don't like whatever." So you don't actually have to go there, right? This is all through the chatbot.

If it's dealing with all the students, it can be an assistant for the teacher. So not only can it help the student specifically learn, it helps the teacher generally teach because there we can see the outliers. You can see all of the different routes that are the people are taken and how they learn. So you can say, "Okay, yeah. Alter your ability of teaching this way. So, give more videos, less videos. Give more quizzes, less quizzes. Have more conversations, less conversations. More reading, less reading. Whatever it is.

The AI is going to determine the pattern of each one of your lessons and it's going to say, "Hey, this is the one that hit, and this is the one that didn't use more of this." Or maybe it says. "You need to diversify more because they're getting bored." You're never going to be able to determine that until you measure it. Can't measure it unless you have the AI run.

You can see you can just run through here just to train teachers through realistic classrooms, just like the other one in physical and mental health. You can train teachers the same way you can train doctors. Have a bunch of autistic kids or have a bunch of kids that have Asperger's or are blind or whatever that you can change the variables of each one of these students to help the teacher learn.

And with the right amount of training, they'll be indiscernible from a human. So you can train them on one bad apple in the group or four bad apples in a group or whatever it is, or the entire class is bad. And you can actually stress test the teacher, that way without them having to go in the situation where they're in trouble or they're in danger.

Now, this is the one that actually has the most action right now. This is the one that is kind of being built and the one that everyone is so excited about. So, this is like Jarvis. This is the one where it's like, "Hey, go make me tea." Or you ask it a question and it will give you the answer. This is the one that you can ask about the previous work that you've done, and it will give you the future work. It will set timers and alarm. It's Siri on steroids because it's Siri with an actual AI. So Siri right now is a kind of an AI, but not like GPT, right? So imagine if Siri had access to everything that Siri has access to like your contacts.

I mean, but it also has predictive analysis and the ability to do segmentation analysis and the ability understand your emotional cues and be empathetic to you. Like that is a level and while also setting timers, making appointments, booking air flight. All the stuff that you would want it to do now. Connecting to your laptop and your phone to make sure that those two connect. All those things. Like keeping all of your messages in one place so you can speak through the AI and it will disseminate depending upon where you need to. All of these things. It is exactly what you would imagine like a hotel concierge and a personal assistant being wrapped into an AI on your phone or in your in your metaglasses, right?

So I mean to the point of play games with you, play chess with you to keep you mentally stimulated, to just do everything that an assistant would do. And it would be indiscernible from a human. You would not be able to determine if this was a human or not so it wouldn't matter. This is just going to be your assistant.

And then the last one will be customer service. And this is the one that people are afraid of. And this is the one that people look at and say, "Oh man, people are going to lose jobs" on. And unfortunately that is true. Customer service is going to be the hardest hit of all AI. There's no reason to have huge customer service teams anymore because this AI is going to be able to replicate a customer service. Low-level customer service answer better than a customer service agent could. So you can have one high level customer service agent running 100 bots and that is your entire customer service agent.

So you have 100 people right now, you can get rid of 99 of them. There's no real way around that, unfortunately. Customer service is just one of those things that you just don't need humans for. Track my package. This was bad. I want to yell at someone. I need emotional support. Any of this stuff that a human just doesn't need to be there.

This is what perfect for the AI because the AI doesn't care. The AI doesn't even understand emotion. It'll never get upset. It'll never get frustrated. It'll never get burnt out. You could just scream at the AI all day long and nothing's going to happen. So when you scream at something and nothing happens, then you stop screaming because it just doesn't make any sense anymore. Like you're just not going to yell at your wheat to make it grow faster. It just doesn't make any sense. You're not going to yell at a system. So the human no longer has to berate the customer service because they're upset. The human is just is what it is.

So you have the ability to then listen and escalate. You have the ability to listen and de-escalate. You have the ability to analyze the interactions with the users and determine how fast that you need to get them to a human off of the AI before they get upset. All of these things are there to be learned. But the problem here is you can basically get rid of all humans in customer service again.

This is the one that's that's going to cause problems. This is as important to understand this as, as it is important to get the CEO on board with AI. And this is also as important to understand that the AI is not a thing.

So like the three things that you really kind of have to take away from this entire thing. Um, is get the ceo on board no matter what that comes from the previous lesson. But most critical thing, the A. I. Is not alive or communism doesn't even understand anything that you're saying. There is no understanding there whatsoever, and customer service job bots are the one that's going to cause the most problems and remove the most jobs.

You get that and you understand that, but you understand where they are, right? You understand now here's four good use cases, right? So we looked at physical and mental health. So you see where what's going to happen there, where we're at now, how we're going to use the AI to replace lower level people until get people into talk therapy and mental health faster and better.

We looked at educational tutoring, so you could see how it helps both the student and teacher. You understand how this is going to help communication and get people to learn the right way. We looked at personal assistant. This is going to be very disruptive and get rid of a lot of menial jobs, but not anywhere near as customer service.

This is the one. This is the one that is going to just. Disrupt absolutely everything because the job that to be done doesn't need to be done by a human at all. There's nothing that a customer service agent needs to do that AI can't do right now and won't be able to do better in the future. So we understand what a chatbot is.

We understand where a chatbot comes from. We understand we're in the era of chatbots. And now we've looked at four real world examples. And we understand the problems that could be brought on by bringing AI and chatbots. Okay. The next lesson, we're going to dive into the morality and the ethics around chatbots, the morality and ethics of introducing a system that can remove 90 percent of your workflow.

So we're going to look at that. We're going to see, is it the right way to go and just remove people? Is it the right way to go and retrain them? We're going to take a look at all of that. Hopefully you are enjoying this and learning. We'll see you in the next one.

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