The State of Al: We're Not in Call Salas Anymore

Artificial intelligence (AI) is no longer artificial, yet many talent and business decision makers do not fully recognize how AI-driven innovations are influencing the world.

Still think of AI as science fiction? Think again.

- $\{\widetilde{o}\}$ "Voice assistant software is the #1 AI app today."
- (S) "Al bots will power 85% of customer service interactions by 2020."
- (5) "Digital assistants will 'know you' by 2018."
- $\{\tilde{o}\}$ "Get excited for self-driving cars."
- $\{\widetilde{o}\}$ "20% of business content will come from Al by 2018."
- $\{\tilde{o}\}$ "Al drives a \$14 trillion to \$33 trillion economic impact."
- (i) "Machines will be smarter than us by 2029."

Source: The Motley Fool

When it comes to Al innovation and impact, "The Wizard of Oz" cliché rings true: "We are not in Kansas anymore." The slow pace of development and setbacks are now part of the past, and the world of Al is only beginning to unfold.

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