CS 410W Lab 1

Descriptive Document

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1 Introduction

With the recent outbreak in popularity of Artificial Intelligence, a lot of different solutions are being released and updated daily but a lack of experience in the employee market and a lot of money in the future of Artificial Intelligence (AI) (University, 2024). AI is a term which has been around for a long time (Tableau, 2023), but with the sudden boom little were prepared or even understand how AI works. With AI there are many complexities and possibilities, it becomes very difficult for a single organization to affectively tackle the use of AI as a tool within a short time span without needing to hire a skilled and therefore expensive workforce.

AI is currently used to automate and simplify front facing applications such as chat bots or even complex tasks such as autonomous driving (Parlament, 2020). The most common service AI could replace with most to all businesses is a chat bot, as they currently are a tedious service to provide due to the 24 hour uptime requirement and possible delays and queues for customers. Many 3rd party services which provide human chatbots on websites have already adopted AI into their systems, by for example first allowing the individual to interact with the AI but still have the option to be transferred to a representative. In this case the AI is capable of returning information which can already be provided on the website and unable to complete business logic which the representative could. Example of this would be the ability to book an appointment with natural language with no delays and an interactive experience (Luminita Nicolescu, 2022).

This is where CueCode steps in and provides a service to go from natural language to business actions such as making appointments or obtaining user specific information. A plug and play application which requires little to no changes in the business logic and infrastructure. Allowing businesses to quickly pick up on Artificial Intelligence and its benefits.

2 Works Cited

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