



# CLOUD REALITIES

**CR019**

Democratising and nurturing  
AI with Michelle Zhou

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## CR019

# Democratising and nurturing AI with Michelle Zhou

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[00:00:00] This week, we're going to be talking, we're going to be, you're almost three for three, Dave. You know why it is? I'm on pins about you dropping off again.

Welcome to Cloud Realities, a conversation show exploring the practical and exciting alternate realities that can be unleashed through cloud driven transformation. I'm David Chapman. I'm Sjoukje Zaal, and I'm Rob Kernahan And this week, we're going to be taking a view on where we're up to with that subject, artificial intelligence.

What are the risks of adopting? What are best practices to evaluate AI solutions? And why is democratized AI so important?

Joining us this week, I'm delighted to say is [00:01:00] Michelle Zhou, co founder and CEO at Juji, a company looking at the power of generative AI and cognitive intelligence to auto generate Empathetic and responsible AI chatbots. Welcome, Michelle. Really nice to see you. Can you just introduce yourself and say a little more about Juji?

Yeah, thanks for having me. I'm a co founder and CEO of Juji, which is located in Silicon Valley, California. Juji is an artificial intelligence company generative AI and computational psychology to automatically generate And I'll create what we call it cognitive AI chatbots. So those AI chatbots are helping organizations such as educational organizations and healthcare organizations to automate their high touch, high value services empathetically.

So for example, they're used to help Prospective students [00:02:00] make a decision to enroll in the learning program or help potentially patients for better understanding their conditions. And how long has Juji been founded, Michelle? Juji has been founded for a while, but our starting of the Juji's real start up account.

A company stage, I would say 2017, you've been involved in a number of the different waves of AI research and implementation over the course of a number of years. So maybe just walk us through that and tell us some of the elements of it that stand out for you when you reflect on it. So by training, I'm a computer scientist.

I have always been working in the area now known as human centered AI. Which is an interdisciplinary field that intersects artificial intelligence. and human computer interaction. So the idea is always about how can you use computer technologies to [00:03:00] better understand users? And then you can create a machine intelligence to adapt to help users better.

So when I started my PhD study back at Columbia University, So my actually thesis was on using AI to create what we call today a data storyteller, right? So basically, think about the healthcare.

Or maybe network administrators who manage a large network. They may not be a great data analyst. They may not be the great person who create those very easy to understand the visual illustrations. So the idea then was how can you use AI to create. A data storyteller by automatically ingest the data by understanding users goals, right?

So you can become a kind of like a [00:04:00] AI assistant or explaining the data for actually summarizing the data for the subject matter experts. And back then, from your question, AI was a symbiotic AI. We didn't have deep learning. We didn't have very large scale training data or Very powerful machines, right?

So what's up? And when was this, Michelle? Just give us a time frame. I would say late 1990s, like 1998, 1999. So that's a time frame, right? So then when I joined IBM, I built the next generation of the data storyteller. So data storyteller, my version of one was a PhD student. Wasn't a really, how do you say a real time interactive, which means is you get a set of data





at the beginning will automatically create a visual story, but you cannot interrupt it in the middle of the storytelling.

So you might say, stop it. I have a new data. And now I'm saying this story. Yes, [00:05:00] I can't pivot and react to what you're saying, right? So then Yeah. When I work, when I, after I graduated, I joined IBM Research, TJ Watson Research Center. So then I said, I really want interactive conversational data storyteller.

Which means that is the users can interactively tell the storyteller what I want and within context that change the story, right? Then from that, we developed a different types of techniques. I remember we used the machine learning then, and it was a very kind of still data driven machine learning as well as combining with O.

R., basically operational research is optimization based approach. To optimize the presentation, to optimize the understanding of the context. That's why we did, right? So then quickly forward to probably around 2010 time. And then I found that is during we were [00:06:00] building a storyteller, conversational storyteller.

And we understand the user's goals as what data they want to analyze. Their visual preferences, for example, some people who wants to have overview than details. Other people might want details first, then see the overview. So you understand the user's certain preferences and styles, but we really did not understand the users as the unique individual, for example.

Personality and their cognitive styles, right? We didn't understand that. Then when I'm 2010 at IBM, I actually transitioned Research Lab in Almondon, which is located in San Jose. So I said, Hey, can we do something to understand the people as a unique individual, including their personality? So that's why that would be through.

Presumably that would be through the interaction of that human being with the system. And Actually, no, because the [00:07:00] technology is the one that advanced that would not develop at the point yet. So what do we understand it is their text that will be produced, for example, their tweets, their blogs, their emails, right?

So it's a kind of a communication text there. So then we use that which we published already to infer users personality traits from. Communication text, right? So then actually this led to the IBM product called IBM Watson personality insights. So because of that, we felt like my co founder, it's also the major contributor to that project as well.

And by the way, my co founder, Dr. Hua Haiyang, who has also psychology background, right? Who's who got PhD in psychology and computer science. We felt like this type of technology should be really in the hands. Masses individuals, not somebody who have to understand the code, [00:08:00] understand the computer systems.

That's why we decided to. Okay, to do our startup, but to be honest, we didn't know what to do. We didn't know what product we create until much later as around the probably 2018. And we figured out, we said, Hey, like you said, we figured out a much. So because we didn't know what to do in the research on, we said, Hey.

If you have the conversational because in the first during the first 10 years that IBM developing conversational AI today. Hey, if you if the AI can converse with the user, you have the data in place already and you can apply our maybe personality analytics. So that's why we basically started then to use the personality.

Analytics within the conversation apply the apply in a conversation to help very subtle tasks, for example, job interviews, right? So when you do a job interview, you want to know not just



about this [00:09:00] person's experience, background. You also want to know this person's personality, unspoken psychological needs, right?

So that's the one. Before we move on and delve into that in a little bit more detail, I'm just interested in dwelling on Watson for a second. Just tell us a little bit about how the sort of organization functioned and is what's in one thing or was it multiple different strands? How did all of that work?

Oh, you mean the IBM? So IBM. Thousands of people are there. I thought Watson, in my head, I thought Watson was all very much focused AI development, but it doesn't sound like it is. It sounds like it's much more multi threaded than that. So yeah, so you're right in a way. So what's in the division when the division was established, what's really the AI is the main thing.

So everything is done in Watson, I believe, has an AI ingredient inside it. That makes sense. So [00:10:00] moving on then, lots of companies at the moment. Are talking about AI and inferring that they can use it in their business. Clearly, it's around everybody's dinner table conversation at the moment because of the likes of chat GPT.

But before we get onto where things are today and some of your views on that, let's just start with the definition of AI in your mind. So there are a number of different grades of AI. I think one of those grades of AI and where are we at the moment? Do you think there are different types of AI?

So from my definition that in general, the AI means that you wanted to power machines with human intelligence, but human intelligence is very broad, right? You have AI. Normally we see AI can understand the language, can understand the images, for example, like the GPT, right? Which is the AI powers, the very popular application, chat, GPT, it really understand language.

So this is the one. [00:11:00] I call it a kind of a recognition, right? So which means it is you have to recognize the pattern to understand what it means. But understanding it's a little bit distorted in a way doesn't need to understand. It's just that recognize the patterns, right? And do something with it.

So that's a recognition. We cognitive side of air. And there's also cognitive side of AI, cognitive AI. Cognitive AI is about, like people will often talk about, human soft skills. So you have language skills, and you also have soft skills. A very simple example, you and I both understand English.

But our conversation still can go very badly if both of our social emotional intelligence is very low, right? This is a very unpleasant conversation, very unproductive conversation, even though we both understand language, same language very well, right? Then there's as I said, cognitive AI. And there's a cognitive, I call it a cognitive [00:12:00] AI, probably people don't talk about, but just in general, so which means it is when you want to power AI, there's a wide range of the human skills you can teach AI.

So right now, very popular because of the great large language models, we can teach AI the very great language skills, right? So language skills, not just about understanding language, also generate responses. And again, based on the patterns so that's just a very simple definition of the AI with the teach machines with basic teaching machines with human skills and human skills are very broad, their language skills, their imaging condition skills and their human advanced human soft skills.

And how does definitions like AI and artificial general intelligence fit in with that



categorization? Because currently lots of the skills we called [00:13:00] about like language skills, as I said, right? Cognitive skills. Artificial general intelligence, which means it is the AI has all those skills, behave almost like a person, right?

Yeah. Which means, as I said earlier, When you're talking about the AI just as a language skills, maybe can be sufficient of a certain tasks. But not sufficient to become a human's counterpart because when you human, when you hire, let's say, when you want to talk to the real person, you expect much more from this person and how far off that are we, if I think we still very far from a general intelligence because even though that today is very powerful, large language models has a very little reasoning out of it, right?

Let me just give you a very simple example. We saw. For example, hello. So let's say you go to the university website. So the person would ask you if somebody would ask you, so why are you here at my website? And you said To make money. [00:14:00] And if the ai, just by looking at the patterns, would think your answer making money, why you are on this website, completely irrelevant.

Why would you go to university website to make money? But from a human point of view, It's common sense. You want to get on a human does multiple levels of reasoning. Oh, maybe this person meant it is he wants he or she wants to get a better education and learning new skills so we can get a new job.

A new job will help them make more money. You can think about the multiple. When I explained it to you guys might say, Oh my God, it's so simple. Yeah, that's humans. But if the machines don't see this chain of the reasoning reference, it can't figure out. So where are you up to, Michelle, at the moment in terms of commercial uses of AI?

And obviously, let's use the AI sensation of the moment, ChatGPT, to give us a bit of [00:15:00] a correlation as to where we are and how sophisticated AI really is today. I think right now, because of the large language models have really produced some great results, right? So one of the use it is a real popular use it.

You will see maybe hundreds of companies in a space is to use large language models as a tool for generating what I called it static content. For example, maybe you can go to any of the online applications, ask him to generate it. Maybe the outline of the marketing a marketing copy and you can cut, you can actually what I call it you can edit it, right?

You can also enrich it. Or I just recently saw. You can also generate pictures so you can describe in words and ask a lab to generate a image, right? So that's one, right? So this on one side I would call it generating static content. So in the [00:16:00] middle there also people have been using a generative model to generate.

Code, code can run, computer code, you can run, right? So then we, like in our work, we also have gone to the very extreme end. It is not just generating code, generating wrong label code, which is autonomous AI agent. So most likely you're generating a live agent. Which can interact, proactively interact with users to accomplish certain goals.

You can see the spectrum, right? The static content and the code which can run. And then more specific, specialized and more complex code, you can really become autonomous agent. You can use it to deploy it to interact with other users.

So those agents aren't real. I thought I was talking to a real [00:17:00] person. So just keep in mind, generative AI, it's like a power source. You can use it for different type of things, but not every organization, everyone. Would know how to best leverage use the power source, right? You still need a I expertise.



You still need IT expertise to figure out how to use it. It's number one. Second, every organization. Has its unique, its own unique needs and wants. So you can't just go say, okay, I'm going to put a chat GPT on my website. You don't want to do that. You know why? So for example, in your company's use case, let's say your company is going to put a charge of video on your website.

When they ask you this, which one's the best consulting company in the world? It would not say your company would say your competitors. Would you want that? You don't want that, right? So that's the whole point here. [00:18:00] Two things, right? Everything you use this one requires customization to the tasks and the contacts or your proprietary knowledge.

Doing those kind of customization often requires knowledge. IT expertise, AI expertise. So I think one trained, like what we have been always trying to do it is democratizing the process. So because this is a very worrisome to me too, in this case, if the companies who are privileged have a resource to do, and it will leave many companies who don't have the resource organizations who have a resource behind it.

So create, creating what I call it, the AI divide. You don't want that, right? So you want to be I call it this, AI equality. So everybody should be able to enjoy and actually leverage you and empower themselves with the power of ai. So this is democratizing process. Very important. [00:19:00]

So I guess two things. Immediately spring to mind on the back of that, which is how does democratized AI actually work? Because the skill level and the bar to entry is really quite high, and it's quite difficult. And then within that, how does the business get going with it? So actually, the democratizing AI part, we have lowered the barrier to entry very low now.

So Right now, if somebody, we call the subject matter expert, right? So somebody who is a marketing professional, who is a recruitment professional, who is a sales professional, for example, because those professionals, even though they're not IT experts, they can't program, for example, right? But they can use computer tools like PowerPoint, Excel spreadsheet, no problem.

So our goal, it is to [00:20:00] enable those professionals. Use AI tool as if they use PowerPoint or spreadsheet or Word Doc. So that's the level we have. We, that's our bar. So it's not the kind of Yeah. Somebody who doesn't know any computer tools. So that's a bar we set. So second part of it is you ask an accurate question, maybe implied to it.

Before any organization or any business wish to adopt AI, as we also have communicated with our clients, it's very important to be prepared on a couple of things. Number one, we found that when organizations are very successful adopting AI, they knew what they want the AI to do. That's a number one, right?

You have to have a very concrete use case to solve your pain points. Yeah, don't use AI for the sake of AI. Exactly. Some people say this. I want AI because everybody has it. Always ask a [00:21:00] question, what's for? So what the pain points you feel like AI can help you resolve it? Because this is also what I call the ROI, right?

Return on Investment. You have to measure it. After all, it was your business. So number one, second one point. It's really two points. Very important. When you are adopting an AI, are you, have you prepared to take care of it? I always say, I think one of the blocks I even said it is. When you adopt an AI, it's like adopting a child.

AI is not perfect. You have to give up. Really, right? On TLC. Seriously, right? TLC. So because some organizations will say, AI should do everything already. So why should I have a person



to check in? Then I always say, okay, assuming that you are, you have adopted a child, Would you leave the child actually hungry and not teaching the child and just completely leave it [00:22:00] alone?

No, you don't, right? AI. I just want to make sure that people doesn't have this kind of a wrong impression of the AI. This AI is already perfect, right? But you have to teach, keep teaching it and keep it up to date. So there can be numerous ways you could burn yourself with AI if you're not sensible in terms of how you're positioning it, your example of, it being on a website and recommending somebody else's services, for example, which is, suboptimal, let's say, but then also the development of that AI and the ongoing nurture of that AI.

Are there any other sort of major risks in your mind in terms of irresponsible behavior? Or naive use of ai. I think it's all related to these two points, right? So your use case on the second, it's your, what I call adoption and the nurturing of the ai, right? Think about it. If you don't nurture the AI and your content becomes obsolete, let's say if you really wanna do business, [00:23:00] people came here, your ai, it's not being.

Rock has not been brought up to date. You're not going to do the business. People will say, hey, why you're telling me, right? So actually let me just Share with you the real example, and so I went to one let me not just mention the name of the organization But because I was a customer for this organization I went to their very famous brand, I went to their website has all this information about the various types of events already there, right?

I just simply ask that, say, what's the next event? Because it's already right there, but I didn't say next event. They were highly advertised for that particular event. I remember it's a musical event. I just asked, so what's the next event? The AI chatbot saying that, I'm sorry, I don't understand. What's an event?

You can't phrase that. That's really not good, right? No, that's pretty basic and you just leave [00:24:00] because he said it's right there. I just ask you the content is on your website and you, I cannot answer. Similarly, I went to a company. It's actually again, they may not name the name. It's a very big telecommunication company and the company was a trap.

I was saying that We had, we offer great coverage, we offer great speed. I just want to know, actually it was serious as a customer, I wasn't testing a chatbot. Because I was thinking about to switch to the company and I was asking, So can you tell me, what kind of coverage do you have right now? Very...

Reasonable question because you told me you have a great coverage. It's practically an internet search question. And I'm sorry, I don't understand it. So what do you think are the best practices in terms of adopting AI solutions? Like how do you evaluate them? And how do you put them into avoid, clangers like the ones you were describing?

So actually, we had the [00:25:00] spreadsheet to help potential clients to evaluate AI, not just our AI, just in general, because we highly encourage them to compare different AI solutions because our solution may not be suitable for every organization, every use case either, right? So we always ask them to evaluate it on three main things, right?

One, it is user experience. So user experience is very important, like those kind of things. Basically, quickly evaluate whether the frequently asked questions, what your AI has been already saying to users, can it actually have that smooth conversation? But user experience also relevant, very directly related to their task.

That's why use case, right? My use case is not about having my AI to tell you humorous stories, set an expectation, set that actually goal and scope. Second [00:26:00] part is also





very important, time to value. Time to value, which means it is, okay, so who can help me to set my AI up? Who set it up? How long will it take?

Because I heard about some kind of AI project that takes 12 to 18 months. With technologies today, I would say 12 to 18 days is too long already. 12 to 18 months is super long, right? So time to value is absolutely important. So which means this is going back to my earlier comments on democratizing AI.

Which means that is did you get a democratized AI solution or you have to have a heavy machinery, higher heavy, actually a team to do this one, the number two, just to be distinct on the different center, a democratized AI solution would be one that comes more packaged, comes maybe slightly pre trained, maybe comes with some data versus like you're building this thing from scratch in a custom sort of way.

Very well said. Very well said. So it's a, that's why I call it the time to value. It's a [00:27:00] reusable AI. How much is reusable, how much you need to do and how much is already there, right? Number two. Number three, it's related to the maintenance, but I want to add one more thing. It is, okay. It's about scope.

Can you land and expand? So let's say your organization, right? You're using a solution. Initially, maybe just helps on a marketing effort. Helps on getting the clients, right? But the next one eventually this advances so fast and you advance your organization's goals are always there. And the next one you want to a I to help your employees on boarding or maybe helps your customers on boarding.

So You wanted to ask when you evaluate the solution. So can you help me to have my next use case, support my next use case? Because you don't want to have so many different types of A. I. You have to manage them very differently, right? So it's that the strategic platform can help you for many [00:28:00] different use cases and how easy you can maintain, how easy you can expand to it.

That's the one that's very important. This is also related to democratizing A. I. too, right? So think about it. If you're using a PowerPoint. Okay, today I'm using PowerPoint for my sales presentation. Thank But tomorrow I want to use this same PowerPoint tool to make a presentation, to coaching, to coach, to teach my new workers.

It's the same PowerPoint, but then you wanna ask the same question when you evaluate AI solution. So how easy can I expand that to my next use case? Can I do it myself? Again, democratizing AI. You say, okay, I have to talk to the company. Company has to tell me how to do it. That's another barrier to cross.

For example, when you use Excel, when you use PowerPoint, you never go back to ask Microsoft. Hey, can I use PowerPoint to make a next presentation? You do it on your own, right? In fact, [00:29:00] people do it too much. I would argue with that particular example. We're worried about that too. We call it addiction. AI addiction.

We have some of the customers that do. Talking to our AI for a three and a half hours, you don't want to do so much. So Michelle, I'm interested just as a general point, maybe to bring the conversation to a bit of a close for today. What's the ongoing dialogue in the Valley about AI at the moment?

What are you guys talking about and what's the buzz about it beyond chatGPT perhaps? I think the buzz was about it is this generative AI, it's really has to put it. AI into the mainstream of practical applications, but of course, the very people who really know about the AI also warn the industry.



And make sure that, like I said earlier, to make sure that there's not just hype there, right? Because like a tool, like a chat GPT, it's a independent tool. It's [00:30:00] kind of application for you to do certain things. For example, like you said, do a little bit of copywriting and answer certain type of questions that you may don't want to go to search on.

But it requires a much more, a lot of more effort for Actually organizations to adopt the A. I. For practical uses. So you have to visit again the organizations when they evaluate a different A. I. It is the right time. Time is absolutely great because the technology is already there. But when they wanted to adopt A.

I. Solutions, ask these two questions. What I'm going to use it for, how it's going to help my life. Is R O I see. Be as specific as possible, just like investing any tool. There's no magic to it. Second one, so what's my time to value as well as R O I by using a particular tool, one tool versus another tool. And who will do that? Who will maintain it?

Who will bring up? [00:31:00] And so this is a very important question for organizations to consider before they decide to plunge into the AI frenzy, I would say.

So Shao, what have you been looking at this week? So each week I will do some research on what's trending in tech and this week I want to focus on the future of no code AI. So while more and more businesses need the capabilities to deploy AI to keep up with the speed of change and the disruption, not every business is able to act on it.

So with all the talent shortages and the high costs that come with implementing AI, lots of companies are not able to benefit from this power technology. So no [00:32:00] code AI can be a great solution to support Port companies of all sizes and can also help to increase the adoption of ai. It makes it easy for all companies to build AI and machine learning models without the need for costly and specialized engineering or data science expertise.

It's also much more affordable than custom AI solutions. And it can suit various business needs and can also be used by non technical users. So personally, I don't think that we should see this as a replacement of custom AI solutions, but I do believe that lots of organizations have the same needs or requirements, which can then easily be addressed by using no code AI solutions.

For instance, apps can then be built by the business. Who are using data that is being exposed by APIs, which is then built by developers. So Michelle, a question for you. We already talked about demarketizing AI, but how do you see the future of no code [00:33:00] AI? Oh, thank you for asking this question. This is my, one of my favorite topics as well.

And also I wholeheartedly agree with you. No code AI is not going to replace a code AI, right? You have use code to do a very custom solutions. I have this kind of analogy thinking about the, in the 90s, 80s, before the personal computers. Came to the market, right? So only the professionals can use computers like the PDP 11, like from a DEC and the IBM mainframe 370.

But when the personal computers came to a market, then it just opens up the door for so many people who are using, who can use computers now to do very meaningful tasks, right? So I view the no code AI It's almost like the analogously to the personal computer [00:34:00] use. So which means it is people who don't have it expertise, who don't have one computer science background can create their custom.

AI solutions quickly. And I just wanted to mention that because I got this question before people always ask, then does it mean a local AI will sacrifice the quality? I said, no, it's actually on the opposite. So I was to give another analogy is that like you are trying to build a



house, right? You want to hire professionals to build the house versus a DIY.

DIY is really difficult because you have to understand all the plumbing and electricity. So the no code AI, which means this is professionals already built a lot of these modules. It's a house already built. You just look at the turnkey house, just go inside, right? But you can decorate it. You can put a picture here.

You can put the furniture there. That's an easy part, right? So that's the whole point [00:35:00] about where the no code AI is the same, very good quality versus you building from scratch. So in no code AI, there's a very important concept there. It's a reusable AI, which means that it's not like Dave mentioned earlier, building everything from scratch, code AI, forget it.

It says you can never go, you're never going to finish that. So no code AI has a direct connection to reusable AI, which means you pre build many AI modules. Intelligence so the person can just assemble them together very quickly. So this is actually I want to go back to your I want to go back to your earlier point.

It is so then people said it. So then maybe the engineers will software developers will lose their job. No, completely opposite. Their job is perfectly safe. In this case, what it means it is to think about the use case. So let's say a marketing professional who actually uses no code [00:36:00] AI built the AI chatbot for marketing purpose.

Let's say to actually engage with audience to per, to guide them, persuade them to figure out various type of solutions. Help them make a decision, let's say, right? Because the marketing experts has the domain expertise, how to do marketing, how do persuasion, so they use no-code AI to do exactly like that.

But you want to also connect potentially with your backend database, let's say your C R M system. So the engineer wouldn't make the connection very quickly because then the domain experts like a marketing specialist that can quickly change content of the marketing without bothering the back end engineer, but engineer can do much more.

For example, they can maybe collect the data, analyze the data better and maybe give the information back to the marketing professional. How do you. Read, maybe how you say update your messages. It's the integration of the no code [00:37:00] AI with a traditional, I would say, engineering effort, but it makes traditional engineer effort probably in our measurement 100 X.

More efficient and a great solution to the scarcity that we are now facing. I think one of the things for me is it's tracking the assembly or this assembly of components that we've seen in cloud and elsewhere where you can quickly create solutions without the need of a depth of sophistication of engineering around that.

So that's fantastic, as you say, but also. Putting the power of AI in the hands of a wider group. I'll say it again, always creates more creative solutions like interior design. The more people who do it, the more variation you get and the more wondrous things that we can, create for it. So you're not just using the domain of engineering to create something.

You're allowing everyone to have a go. And I think you get much more exciting answers when you have that. Thank you. Democratize the eyes we've discussed unbiased answers right thank you rob [00:38:00] and also it's a higher quality solution. Right so we have talked to many of the subject matter experts that we call them the supervisor of AI they would feel very uncomfortable to go to the engineer.

Let's say, for example, the user asks a question about the university program. Engineers do



not know about the university programs very well. They know engineering very well, right? But the experts, the learning coordinators, These to answer those questions, but if you, if they have the power to do there's, they don't need to rely on engineers to do that.

So what, which means the engineer, by the way, engineers don't want to do that either. Engineers. Why would I know? How do you. Help you get a financial aid. I don't know anything about financial aid. I don't know anything about veterans programs In my school, for example, right but the learning experts But the recruitment specialists know those answers from their bottom their heart So that's a big difference.[00:39:00]

And the other thing for me is, as you say, that is making it accessible also drives curiosity, where it's a low entry to try something out. You don't feel like there's a load of conversations you're going to have. So it's more likely to tempt people in to have a go and therefore they'll get more used to it and they'll build their skills.

And then going back to the scarcity point, it will grow and grow. And you'll get these bigger, brighter, faster, better solutions that pop out. For instance, if you are looking for cheese jokes. This could be a great solution Rob. Yeah, it's one way, get the AI, assemble it together, give you a cheese joke every day.

Sorry Michelle, there's a running theme going on about the fact of my love for cheese jokes in the podcast, but yes. And your abusive, poor old AI. It's at the mercy of you and your love for cheese jokes. This brilliant tool lands in my lap. And the first thing I ask it to do is write bad cheese jokes, basically.

Rob nurturing the AI. His own way. So no code AI [00:40:00] is quickly growing now and more and more organizations are looking into the possibilities and like we already. Mentioned a couple of times. This can really address requirements of many organizations, but also help reduce the need for specialized expertise in this area, which is also very scarce at this moment.

Thanks, folks. What an important conversation. I think it's unquestionable at the moment that in the world of tech and digital transformation, the rise of a I. Which it, seemed like it'd been talked about forever, but has just accelerated at such a pace in the last six months is critical for us all to understand.

So thank you, Michelle. It has been a real pleasure talking to you. And we end the show by asking our guests what they're excited about doing next. Now that could be looking forward to a new piece of music arriving at the weekend. Or it could be something that you're excited about doing from a professional perspective.

Michelle, what are you excited about doing next? I'm very excited, as [00:41:00] I mentioned earlier, to this conference, IUI 2023 in Sydney, Australia, because this is a conference that features the cutting edge technologies in AI and human computer interaction. So I'm looking forward to all the new research results and new research actually studies.

Sounds amazing. And I think you've been involved in organizing the conference, I believe. Correct. I'm a program co chair, technical program co chair for that conference. So I already knew some of the papers, but I'm looking, I really look forward to meeting the authors and really to see their great exciting results.

Amazing. We wish you all the best with that. I'm sure it'll go terrifically well. And thanks again for joining us for today's conversation. Thank you very much for having me. So a huge thanks to our guest this week. Michelle, thank you so much for being on the show. Thanks to our producer Marcel, our sound and editing wizards, Ben and Louis, and of course, to all of





our listeners.

We're on LinkedIn and X, Dave Chapman, Rob Kernahan, and Sjoukje Zaal. Feel free to follow or connect with us and please get in touch if you have any comments or ideas for the show. And of course, if you haven't already done that, rate and subscribe to our podcast.

See you in another reality next week

[00:42:00]

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