Agenda

1. **Introduction: How did we start?**
2. **Solution demos**
   1. Falck GPT
   2. Medical recording
   3. Melquiades
3. **What to bear in mind when using AI**
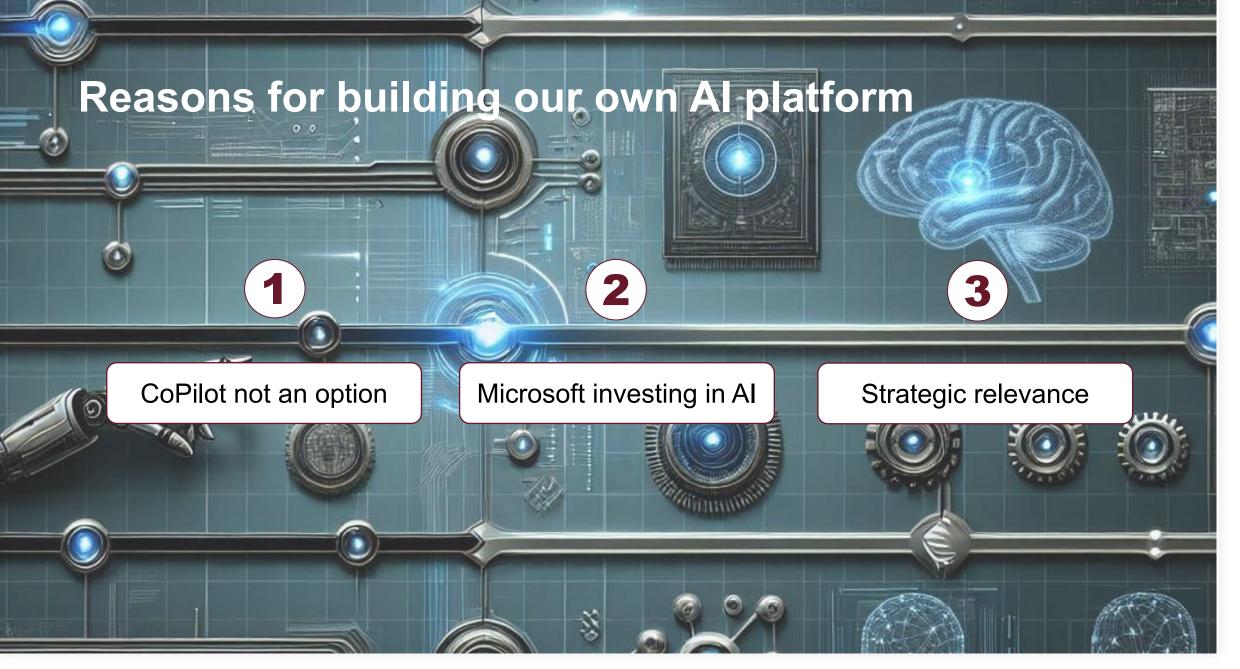4. **What's next for Falck**

1. How did we start?
Just do it ;)

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Creating an AI culture

- Digital Potential approved by the board in 2023
- AI promising to enhance company/ personal productivity and user experience
- Shift in leadership allowed for a culture of experimentation

Reasons for building our own AI platform

1 CoPilot not an option

2 Microsoft investing in AI

3 Strategic relevance

How do you sell the value proposition of AI?
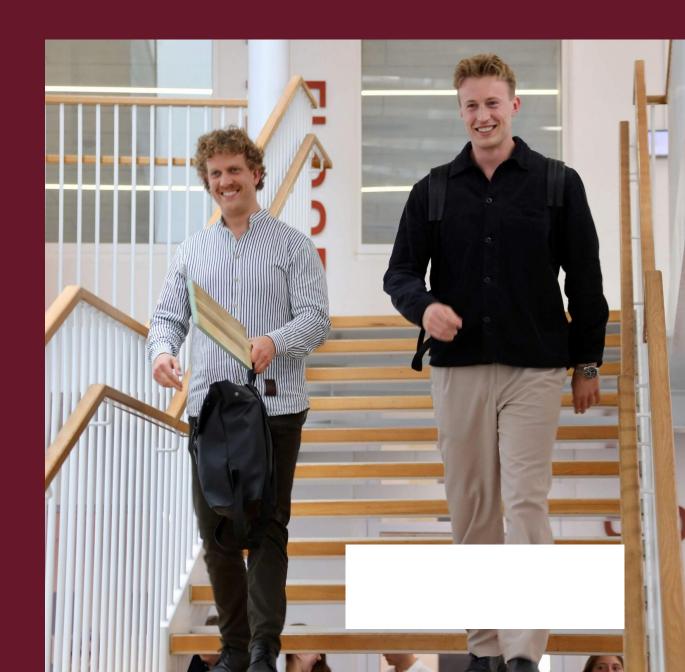
Original AI video

Solution demos

A CBS qualitative case study of AI use, by Laurids and Sebastian

What to bear in mind using AI

How does AI affect modern work practices?

How Employees View AI

Inevitable

Revolutionary

How Employees integrate AI

Work partner

Expert

Authority

Leading to organizational problems

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Which organizational problems does AI introduce?

Employees handover authority to AI

Decisions are made by AI instead of employee

Long period of using AI as decision maker weakens critical thinking

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Assimov's 3 Laws of Robotics

"A robot may not injure a human being, or by inaction allow a human to be harmed"

"A robot must obey the orders given by humans except orders that would conflict with the first law"

"A robot must protect its own existence as long as such protection does not conflict with the first or second law"
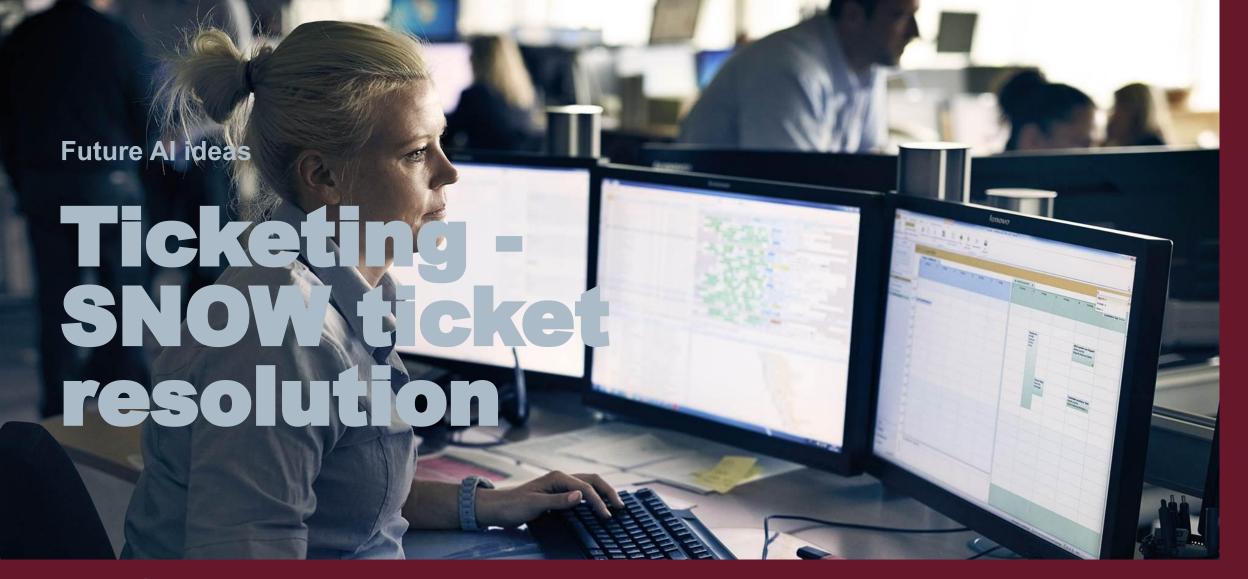
Amsinck's 3 Laws of AI

"Keep a human in the loop"

"Keep the authority as a decision maker"

"Keep being an informed sceptic"

What's next?

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Future AI ideas

Ticketing - SNOW ticket resolution

Problem: Complex user experience

Solution: Chatbot for easy registration

Benefits: Fewer miscategorized tickets

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Future AI ideas

Call center automation

Problem: Manuel processes and inconsistent data.

Solution: Voice-to-text and text-to-voice technologies.

Benefits: Automates routine calls and enhances data quality.

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Future AI ideas

Medical second opinion

Problem: Need reliable second opinions.

Solution: AI models for recording patient conversations.

Benefits: Better diagnostic accuracy, saves doctor's time.

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Future AI ideas

AI legal agents

Problem: Time-consuming data collecting interviews

Solution: AI legal agents for semi-automated performance.

Benefits: Automation and efficiency.

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Thank you

We look forward
to seeing you again.

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