SHOULD YOU FEAR MACHINE LEARNING?

Advances in artificial intelligence (AI) have brought us to the point where systems are using a combination of algorithms, analysis, and experience to learn and program themselves without human intervention.

85%
of customer interactions will be managed without humans by 2020

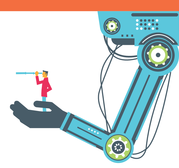
38%
of jobs could be replaced by AI/machine learning by the 2030s

20%
of top executives rely on machine learning to run their businesses

MACHINE LEARNING VS AI

WHAT'S THE DIFFERENCE?

While these terms are often used interchangeably, machine learning is actually a subset of what artificial intelligence can do.



AI

- A broad concept where computers act intelligently on their own
- Where computers act according to their environment
- When systems display cognitive ability similar to humans
- Computers make decisions that maximize their success

MACHINE LEARNING

- One application of AI
- Computers observe & analyze and learn from experience
- Predict future events based on previous patterns
- Based on pre-programmed algorithms

SOME REAL LIFE EXAMPLES OF MACHINE LEARNING

The use of machine learning has grown exponentially in the past few years, and you may not realize how widely it is used.

EMAIL SPAM FILTERING

Since introducing machine learning technology, Gmail has successfully reduced spam by

99%

MOBILE BANKING

Banks use machine learning to analyze handwriting on cheques deposited via smartphone apps

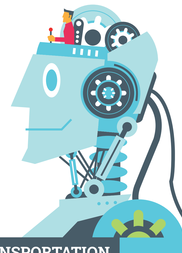
FINANCIAL RISK ASSESSMENT

Financial institutions rely on machine learning algorithms to determine creditworthiness and prevent fraud

SOCIAL NETWORKS

Social network platforms like Facebook use machine learning to recognize faces and associate them with users

WHAT INDUSTRIES ARE GOING TO BE MOST AFFECTED BY MACHINE LEARNING



As the technology matures, machine learning will continue to disrupt industries both for better and for worse.

CUSTOMER SERVICE

Machine learning is being widely used to power customer service chatbots, gradually replacing human agents

TRANSPORTATION

Self-driving cars use machine learning algorithms to function, with 10 million of these vehicles expected to be on the road by 2020, altering the public transportation system

MANUFACTURING

Manufacturers are starting to use machine learning to learn from production history and optimize production lines and reduce the need for human analysts

FINANCE

With so much data collected by the financial sector, the human element will be drastically reduced in the future as more planning and forecasting is driven by machine learning

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