



# **Relentless Adaptation**

4 Technologies  
Changing the Future

(& Lessons to  
Survive)  
**@ambermac**



# *Smartphone Revolution*





# *IoT Revolution*

**AVERAGE HOUSEHOLD WITH TWO TEENAGE CHILDREN  
WILL OWN ROUGHLY 50 INTERNET-CONNECTED DEVICES  
BY 2022**

ORGANIZATION FOR ECONOMIC CO-OPERATION AND DEVELOPMENT

**26 BILLION DEVICES WILL BE CONNECTED  
TO THE INTERNET BY 2020**

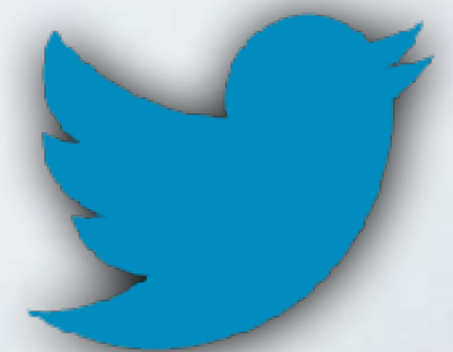
GARTNER

## *AI Revolution*

**\$36.8  
BILLION  
IN 2025**

**FROM \$643.7 MILLION IN 2016**

“No matter what  
you call it -  
machine learning,  
deep learning, or  
cognitive  
computing - AI is  
the biggest  
opportunity in  
business since  
mobile.”  
- Fast Company







**Elon Musk on Superintelligent  
Robots: We'll Be Lucky If They  
Enslave Us as Pets**





*Change has never happened this fast before, and it will never be this slow again. - Graeme Wood*



# *4 Technologies Changing the Future (& Lessons to Survive)*

---



# I. Communication: Voice & Audio

7 AM

9 AM

10 AM

1 PM

3 PM

5 PM

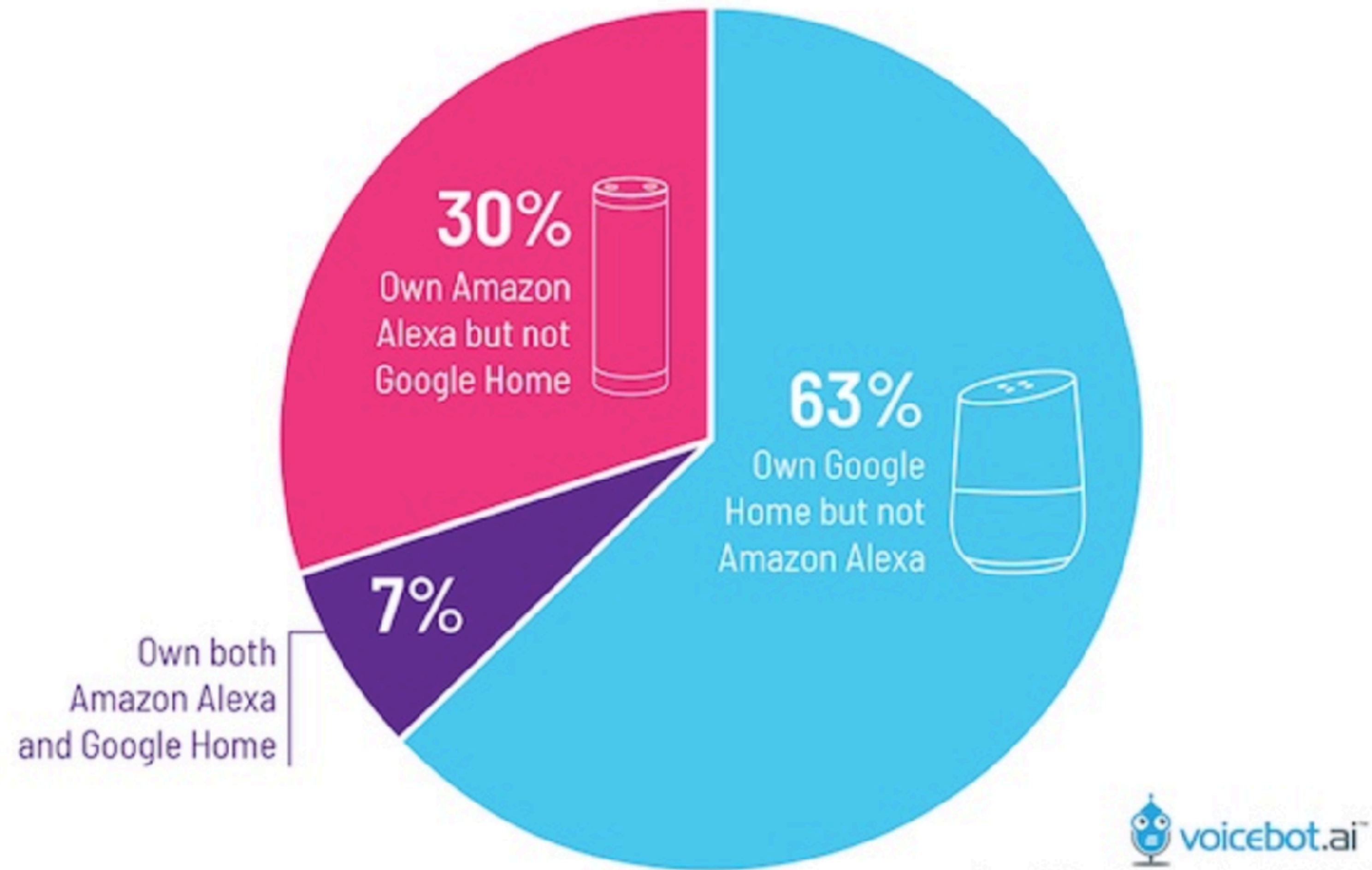


50% of all searches will be voice searches in 2020

- COMSCORE



## Smart Speaker Ownership in Canada



 voicebot.ai™  
Source: Edison Research / Triton Digital 2018

7 AM

9 AM

10 AM

1 PM

3 PM

5 PM



“We really wanted to find new ways to reach the population, reach people who may not have a computer but use Amazon and can afford a \$50 Dot, the small Alexa device”  
-Michael Sherwood, Las Vegas’ IT Director

**7 AM**

**9 AM**

**10 AM**

**1 PM**

**3 PM**

**5 PM**



Remember, search,  
and share your voice  
conversations

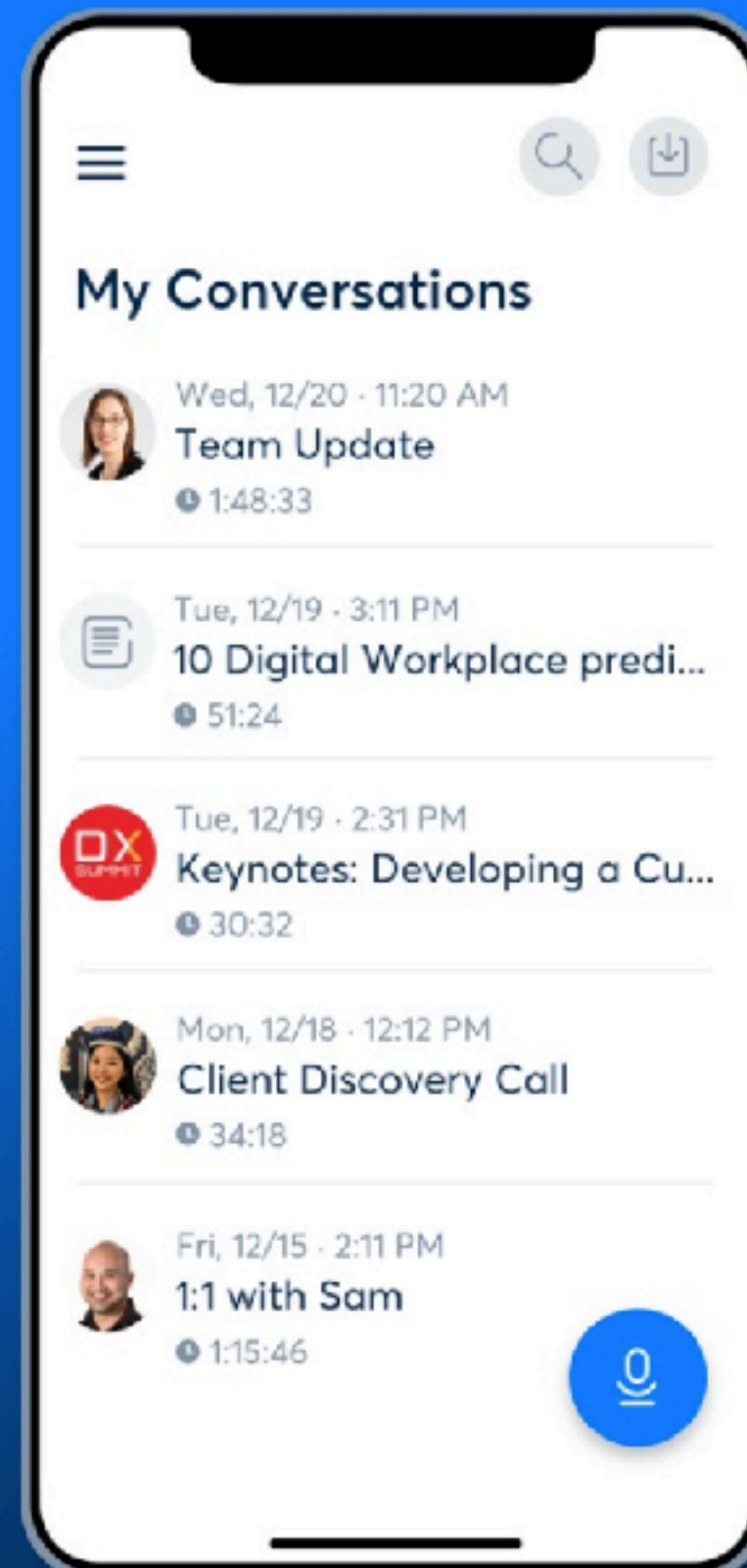


As seen on

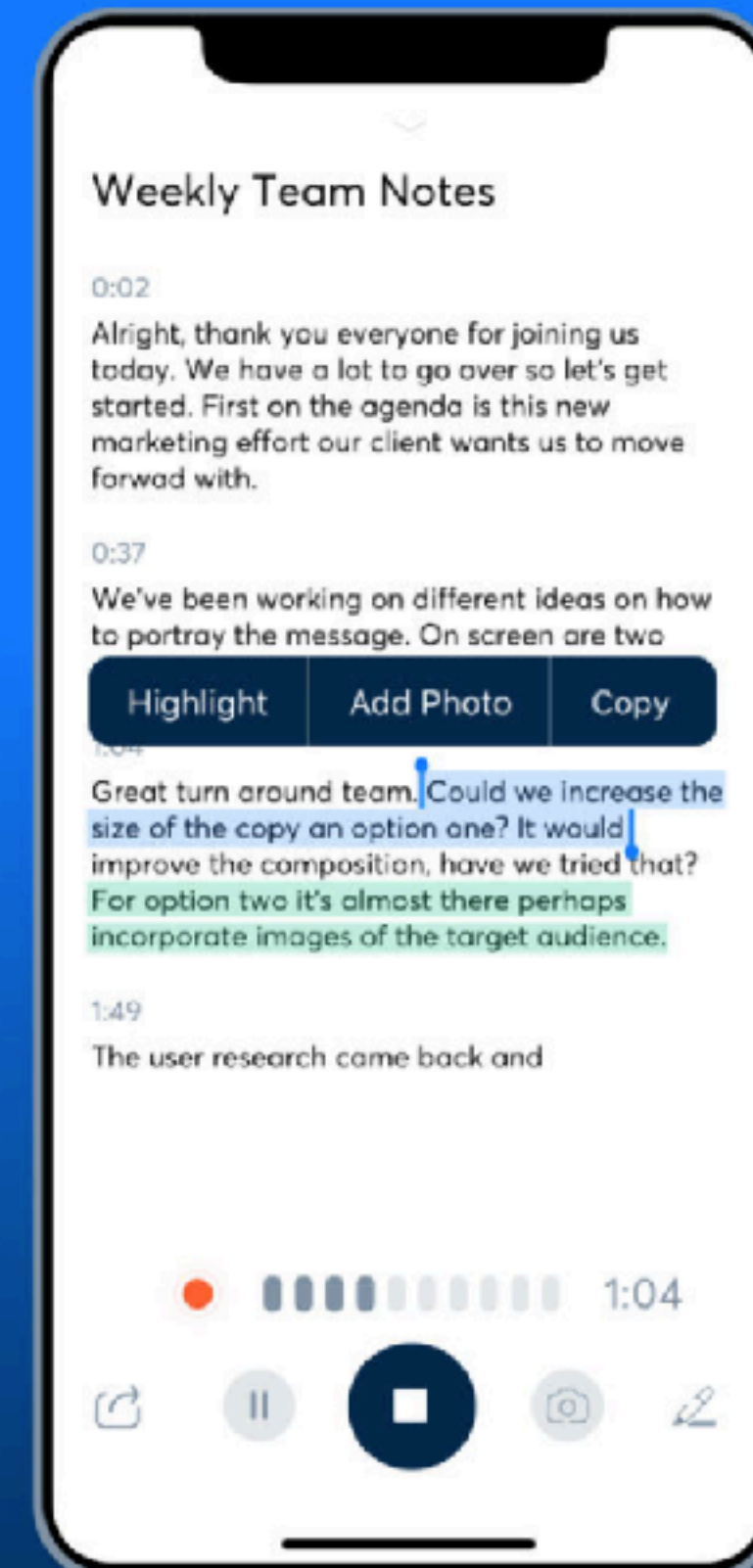
TC Mashable



Otter is where your  
conversations live



Record and review  
notes in real time



7 AM

9 AM

10 AM

1 PM

3 PM

5 PM





# **I. Plan for voice revolution**

**Tool: Search Engine Land**

**[tinyurl.com/VoiceMarketing](https://tinyurl.com/VoiceMarketing)**



## 2. Autonomous Vehicles: Transportation

7 AM

9 AM

10 AM

1 PM

3 PM

5 PM



# How will driverless transportation affect our future?

7 AM

9 AM

10 AM

1 PM

Parking Industry (Canada)  
Community Accessibility (The Villages)  
Food Delivery (Miami)  
Driveless Trucks (Florida)

3 PM

5 PM



**Bloomberg  
Businessweek**  
October 14, 2019 • SPECIAL DOUBLE ISSUE

**October  
2019**

**Tesla's Autopilot  
could save millions  
of lives. How many  
people will it kill first?**



**The complicated  
ethics of Elon Musk's  
grand experiment**

**Volvo Cars Goes for Blockchain Tech  
to Avoid Unethical Cobalt - Nov, 2019**

**“Don’t let the  
perfect be the  
enemy of the  
good.” - Voltaire**

**7 AM**

**9 AM**

**10 AM**

**1 PM**

**3 PM**

**5 PM**



An illustration of a rocket ship where the body is a large orange pencil with a black eraser at the top. The pencil is angled upwards and has two black fins on its sides. A grey smoke trail is coming out of the eraser. The background is white with several small grey circles and four-pointed stars.

## 2. Find courage to lead

**Tool:**

**Empowering AI Leadership Toolkit**  
**[tinyurl.com/AIToolKit](https://tinyurl.com/AIToolKit)**



Two primary  
sources of news  
for young  
people ages  
18-32:  
Instagram (29%)  
YouTube (22%)

-Jack Myers  
Knowledge  
2018

### 3. Synthetic Content: Information

7 AM

9 AM

10 AM

1 PM

3 PM

5 PM

These faces are not real

Old & new tech, including AI face-swapping tool FakeApp

7 AM

9 AM

10 AM

1 PM

3 PM

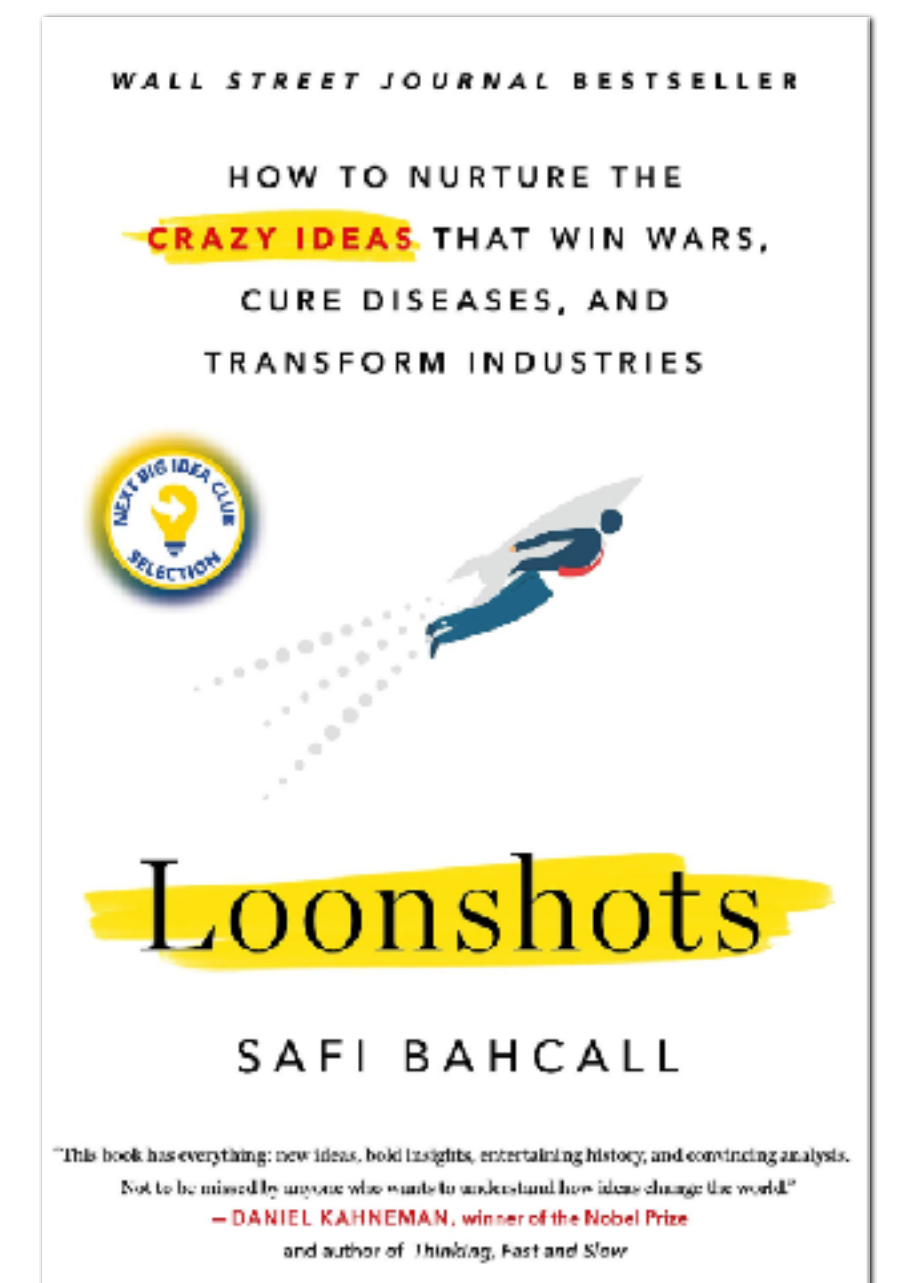
5 PM





## 3. Stay open to crazy ideas

### Book: Loonshots



## 4. Workplace Automation: Education

***Businesses that successfully apply AI could  
increase profitability by an average of 38  
percent by 2035  
-Accenture***

7 AM

9 AM

10 AM

1 PM

3 PM

5 PM



Nearly 50% of jobs are at risk of changing in the coming decades.  
-Bloomberg

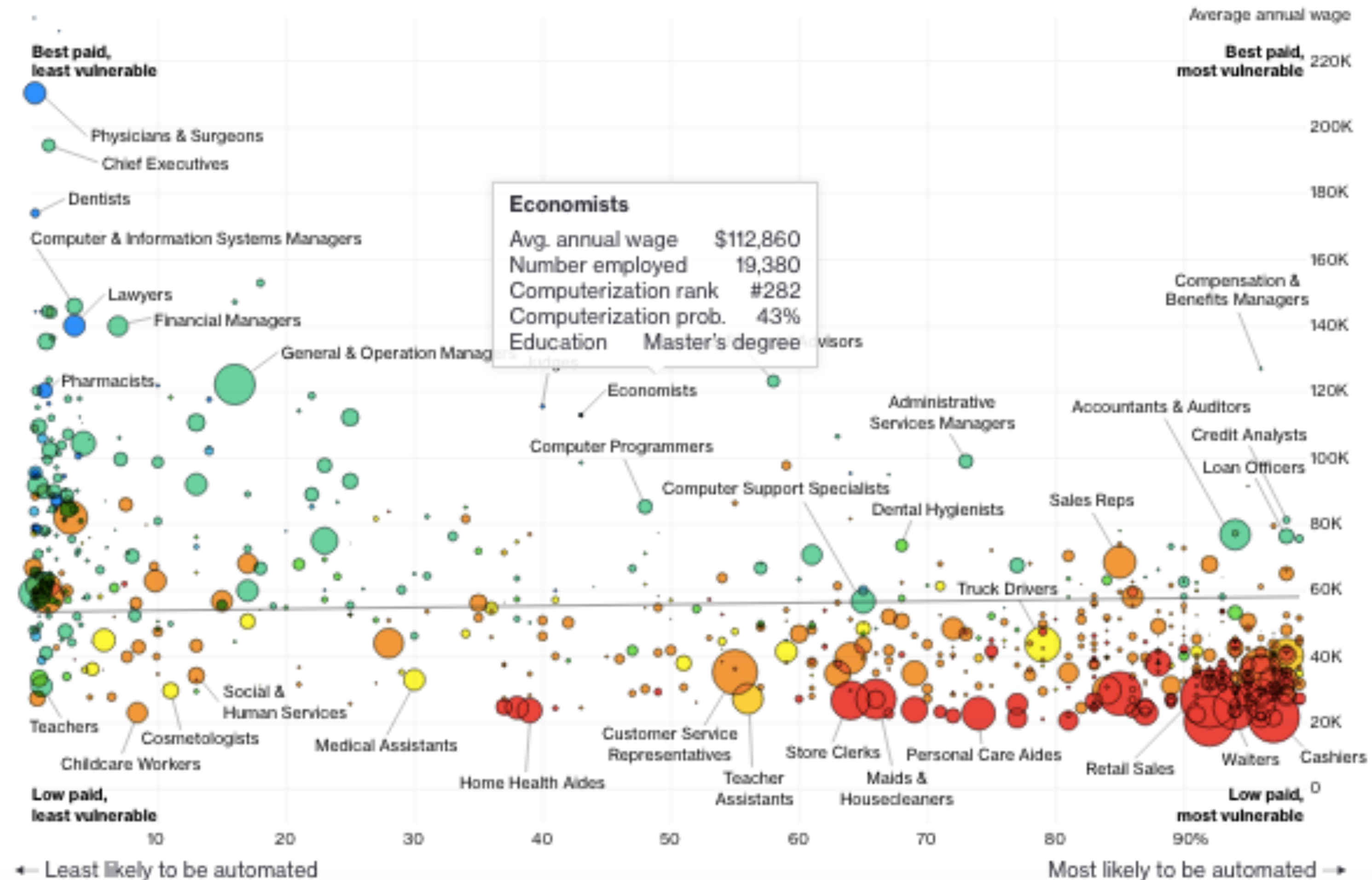
## A College Degree Lowers Job Automation Risk

■ Doctoral or Professional Degree ■ Master's ■ Bachelor's ■ Associate's ■ Postsecondary Nondegree Award  
■ Some College ■ High School Diploma or Equivalent ■ No Formal Education Credential

Search by occupation:

Computer Programmers

○ 100 K ○ 1M ○ 3M ○ 5M



DATA: FREY & OSBORNE, BUREAU OF LABOR STATISTICS

7 AM

9 AM

10 AM

1 PM

3 PM

5 PM



# 2022 Skills Outlook

## Growing

- 1 Analytical thinking and innovation
- 2 Active learning and learning strategies
- 3 Creativity, originality and initiative
- 4 Technology design and programming
- 5 Critical thinking and analysis
- 6 Complex problem-solving
- 7 Leadership and social influence
- 8 Emotional intelligence
- 9 Reasoning, problem-solving and ideation
- 10 Systems analysis and evaluation

## Declining

- 1 Manual dexterity, endurance and precision
- 2 Memory, verbal, auditory and spatial abilities
- 3 Management of financial, material resources
- 4 Technology installation and maintenance
- 5 Reading, writing, math and active listening
- 6 Management of personnel
- 7 Quality control and safety awareness
- 8 Coordination and time management
- 9 Visual, auditory and speech abilities
- 10 Technology use, monitoring and control



COMMITTED TO  
IMPROVING THE STATE  
OF THE WORLD

7 AM

9 AM

10 AM

1 PM

3 PM

5 PM



# *Customer Service*

AI bots will  
power 85% of all  
customer service  
interaction by  
2020.  
-Forbes

Chatbots will save  
banks \$7.3B by  
2023  
-Juniper Research

More than 22% of millennials expect a  
response within 10 minutes of  
reaching out to a brand via social  
media, according to a recent  
Desk.com study.

7 AM

9 AM

10 AM

1 PM

3 PM

5 PM

---

Home > Press > Press releases > Bank Cost Savings via Chatbots to Reach \$7.3 Billion by 2023, as Automated Customer Experience Evolves

---

# BANK COST SAVINGS VIA CHATBOTS TO REACH \$7.3 BILLION BY 2023, AS AUTOMATED CUSTOMER EXPERIENCE EVOLVES

## Representing a Growth in Operational Savings of 3,400% from 2019

Hampshire, UK – 20th February 2019: A new study from [Juniper Research](#) has found that the operational cost savings from using chatbots in banking will reach \$7.3 billion globally by 2023, up from an estimated \$209 million in 2019. This represents time saved for banks in 2023 of 862 million hours, equivalent to nearly half a million working years.

According to the new research, [AI in Fintech: Roboadvisors, Lending, Insurtech & Regtech 2019-2023](#), chatbots can reduce excessive operational costs in financial services, by resolving customer queries in a fully automated way. As NLP (Natural Language Processing) evolves and domain expertise is added to AI systems, chatbots are demonstrating a proven record of seamless service delivery, which will drive adoption by initially sceptical financial institutions. This is reflected in a growth of nearly 3,150% in successful banking chatbot interactions between 2019 and 2023.

For more insights, download the free whitepaper: [Why AI is Revolutionising Financial Services](#).

### Get the related research

For the in-depth research on this sector conducted by our expert analysts, please view our related full research products below.

[AI IN FINTECH](#)

7 AM

9 AM

10 AM

1 PM

3 PM

5 PM



*HR - HireVue*

*Lumen5 - Turn blog posts into video*

*Calorie Mama - Computer Vision in Action*

7 AM

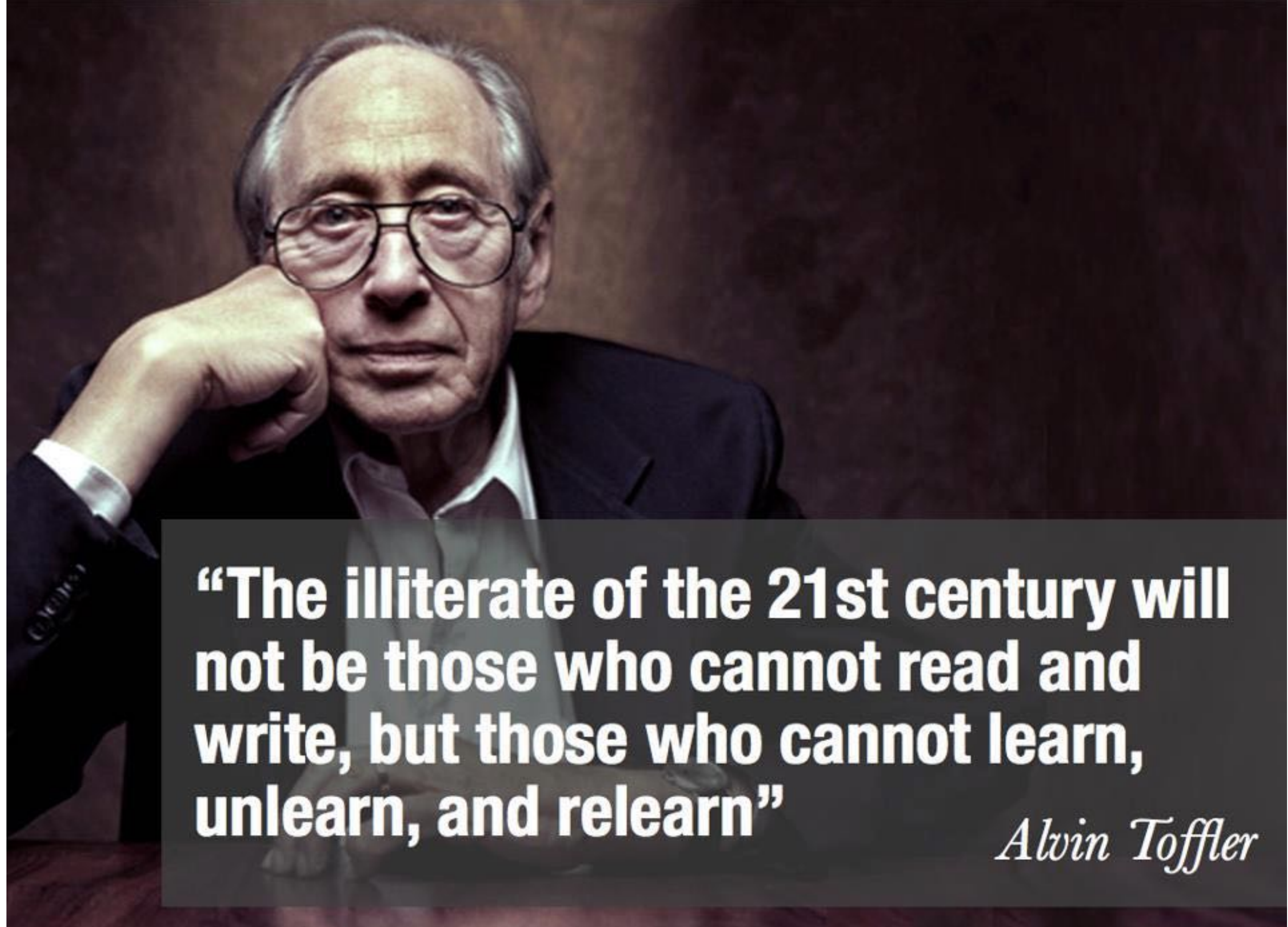
9 AM

10 AM

1 PM

3 PM

5 PM



**“The illiterate of the 21st century will not be those who cannot read and write, but those who cannot learn, unlearn, and relearn”**

*Alvin Toffler*

7 AM

9 AM

10 AM

1 PM

3 PM

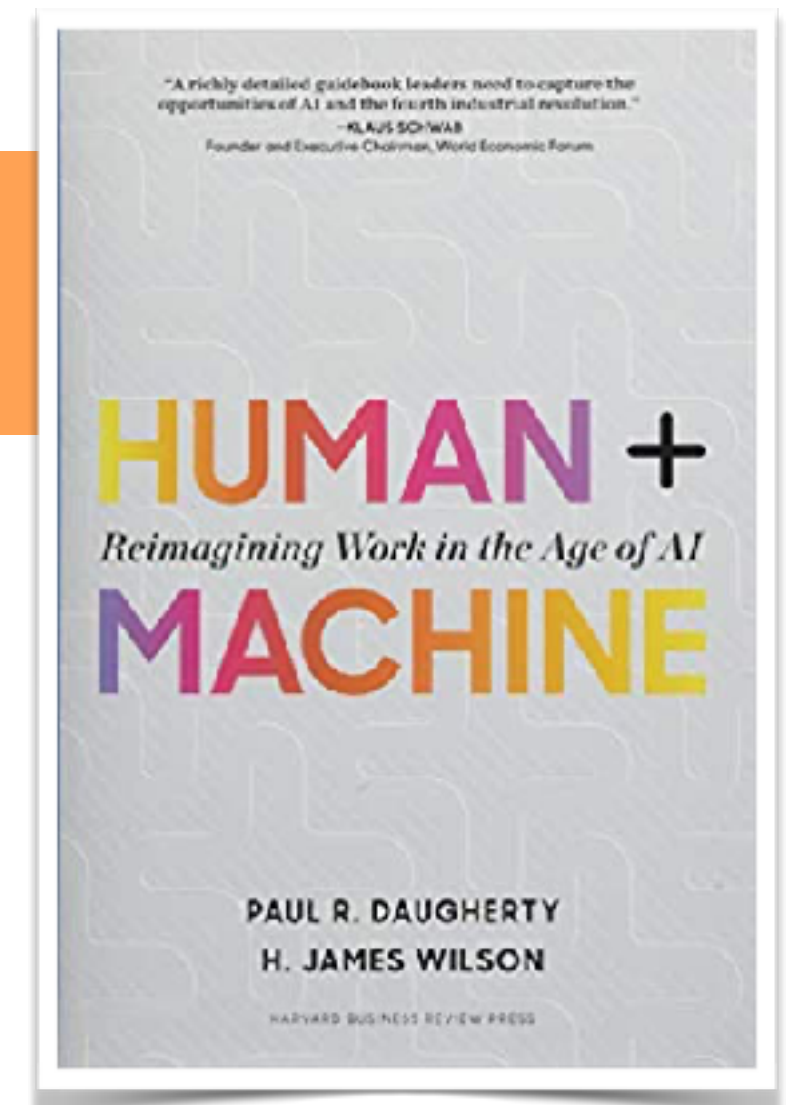
5 PM





## 4. Rethink the future of learning

**Book: Human + Machine**



**Communication: Plan for voice revolution**

**Transportation: Find courage to lead**

**Information: Stay open to crazy ideas**

**Education: Rethink the future of learning**



## *The Future*

**"If everything seems  
under control, you're  
just not going fast  
enough." - Mario  
Andretti, world  
champion racing  
driver**