

Benefits and Detriments of Artificial Intelligence

AI has dramatically improved the efficiencies of our workplaces and can increase the work humans can do. For example, it has allowed call center worker accents to be erased. The point of this AI system is to "smooth interactions with customers." However, this type of situation has caused some issues and controversy.



Firstly, this system of AI helps with the scenario of a customer being frustrated after hearing an accent because they want to talk to somebody in America. Unfortunately, the companies customers often talk to are not in America, and sometimes, consumers can be racist. So to fix this problem, the system has been developed to eliminate the bias.

However, this system can encourage racism because it eliminates the traces of non-white English speakers to appeal to those being racist. It is also thought that customer racism is likely to increase if workers are further presented as white.



The situation boils down to a double-edged sword technology should preserve humanity, such as languages, dialects, and cultures. However, some people are racist and can cause a lot of stress and emotional harm to call center workers trying to do their job.

Source:
<https://www.theguardian.com/technology/2022/aug/23/voice-accent-technology-call-center-white-american>
Source:
<https://bernardmarr.com/what-is-the-impact-of-artificial-intelligence-ai-on-society/>

