VLAB

Chatbots:
The Machines
Are Talking Back

Advances in Natural Language Processing (NLP) and machine learning are disrupting business processes and the way that companies interact with their customers. New platforms and applications are entering the workforce — Chatbots have arrived. With the capacity to understand human language, gestures, and intentions, these digital assistants have the potential to disrupt the delivery of the customer experience while collecting enormous amounts of personal data.

Many companies are creating platforms and apps to capture a share of a market that is expected to exceed $600 billion in revenue by 2020. Both startups and established companies — like IBM, Facebook, and Slack — are already dominant players and are developing applications that will change the customer experience in finance, healthcare, and travel, to name a few.

- Who will emerge as the dominant players?
- What types of jobs will be "outsourced to this new digital workforce?
- Will adequate consumer protections be adopted?

Join us on September 20 to find out what the future may have in store.

Moderator

Mohamed Musbah,
VP of Product, Maluuba

Panelists

Alex Poon,
Founder and COO, X.ai

Will Murphy,
Founder and VP of Product, Talla

Jeremy Goldberg,
Product Designer, Facebook

Sarah Guo, Investor,
Greylock Partners

Tuesday, September 20, 2016
6:00 pm – 8:30 pm

6:00 pm:
Reception and demos
(Light food and refreshments,
only until 6:30pm)

7:00 pm:
Panel discussion (with Q&A)

**SRI International
Conference Center**
333 Ravenswood Drive
Menlo Park, CA 94025