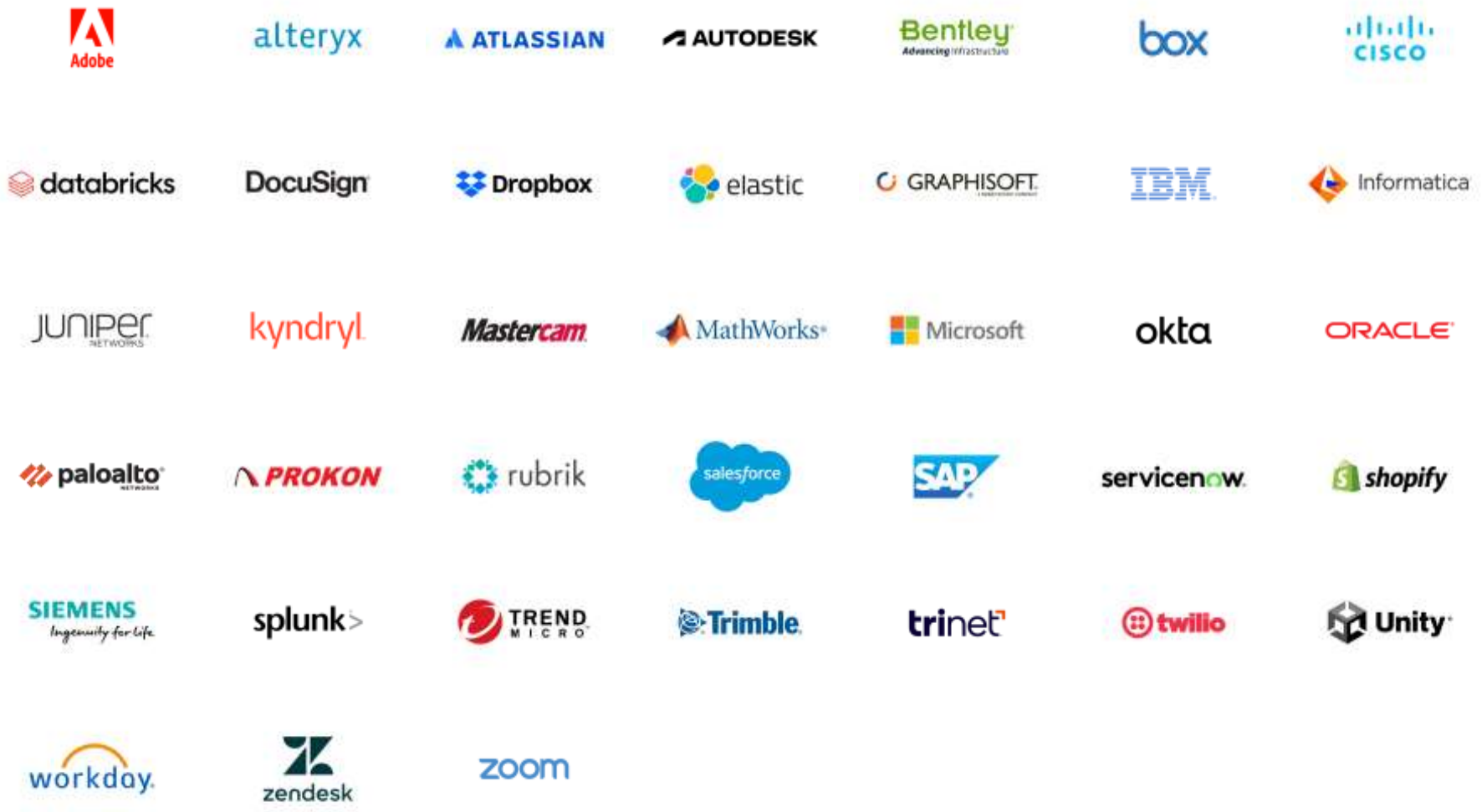
AI Snapshot

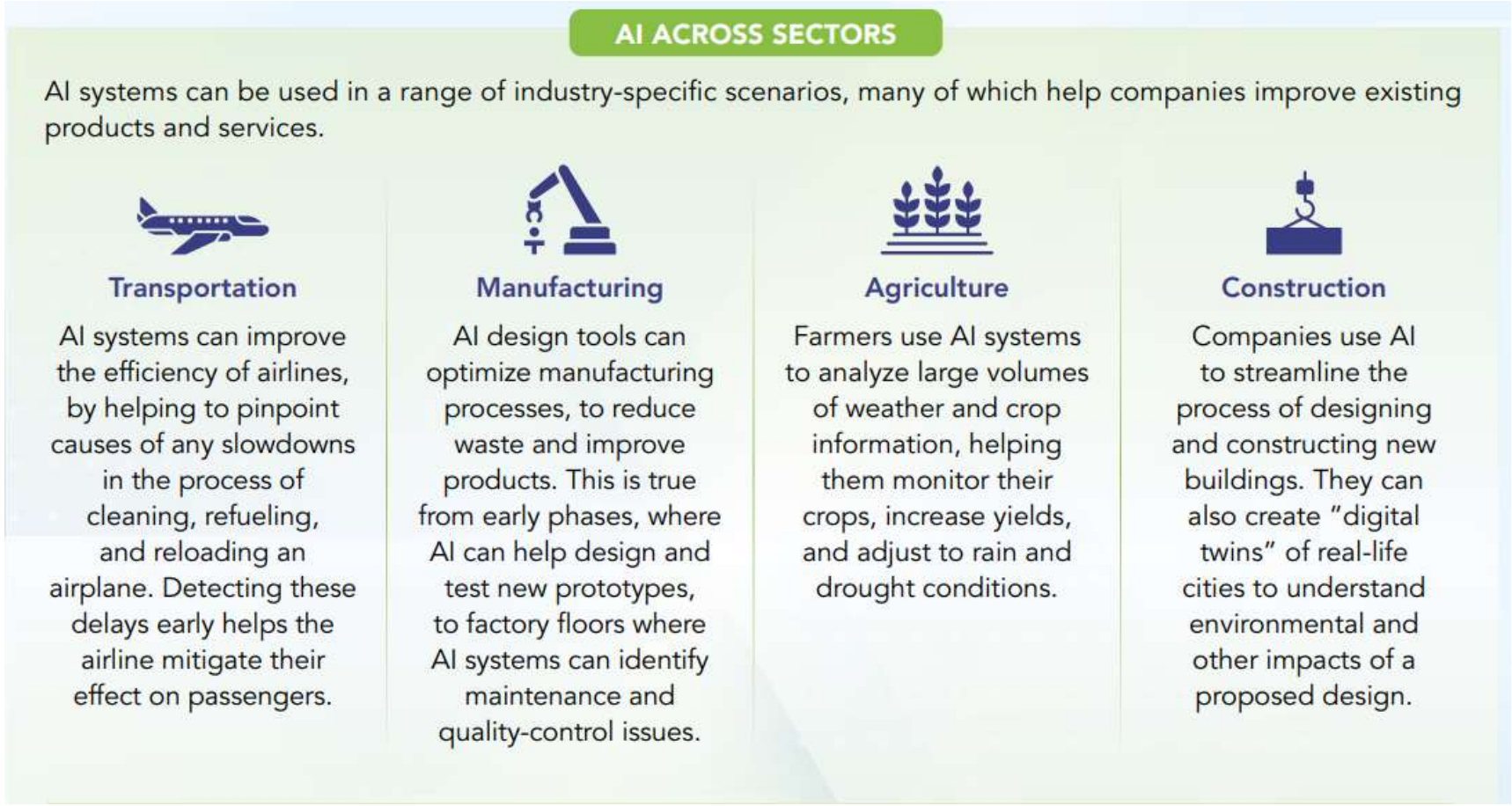
NATIONAL CONFERENCE OF STATE LEGISLATURES

SEPTEMBER 29, 2023

BSA Global Members



AI Across Industries



Everyday AI for Consumers

Everyday AI for Businesses

Answering customer questions.
Businesses can offer customers 24/7 support through AI-powered chatbots that answer straightforward questions even when human customer service representatives are asleep. Bots can be programmed to address basic questions, instead of sending customers to FAQs.

Improving cybersecurity.
AI systems can sift through large volumes of information created by users of a company's IT network to forecast, detect, prevent and respond to threats. AI systems can also distill large amounts of data about security events into concrete actions to help companies secure their products and services.

Responding to frequent emails.
Companies can set up AI systems to respond to common requests—like sending automatic responses to emails asking about the status of payment invoices.

Keeping shelves stocked.
AI systems can forecast demand for products and redistribute them across a company's physical stores. AI systems can also detect early signs of supply chain issues and alert managers if inventory drops below certain levels.

Improving logistics and planning.
AI systems can improve a company's ability to forecast supply-chain issues, optimize delivery routes, estimate arrival times for new shipments, and reduce their fuel and energy usage.

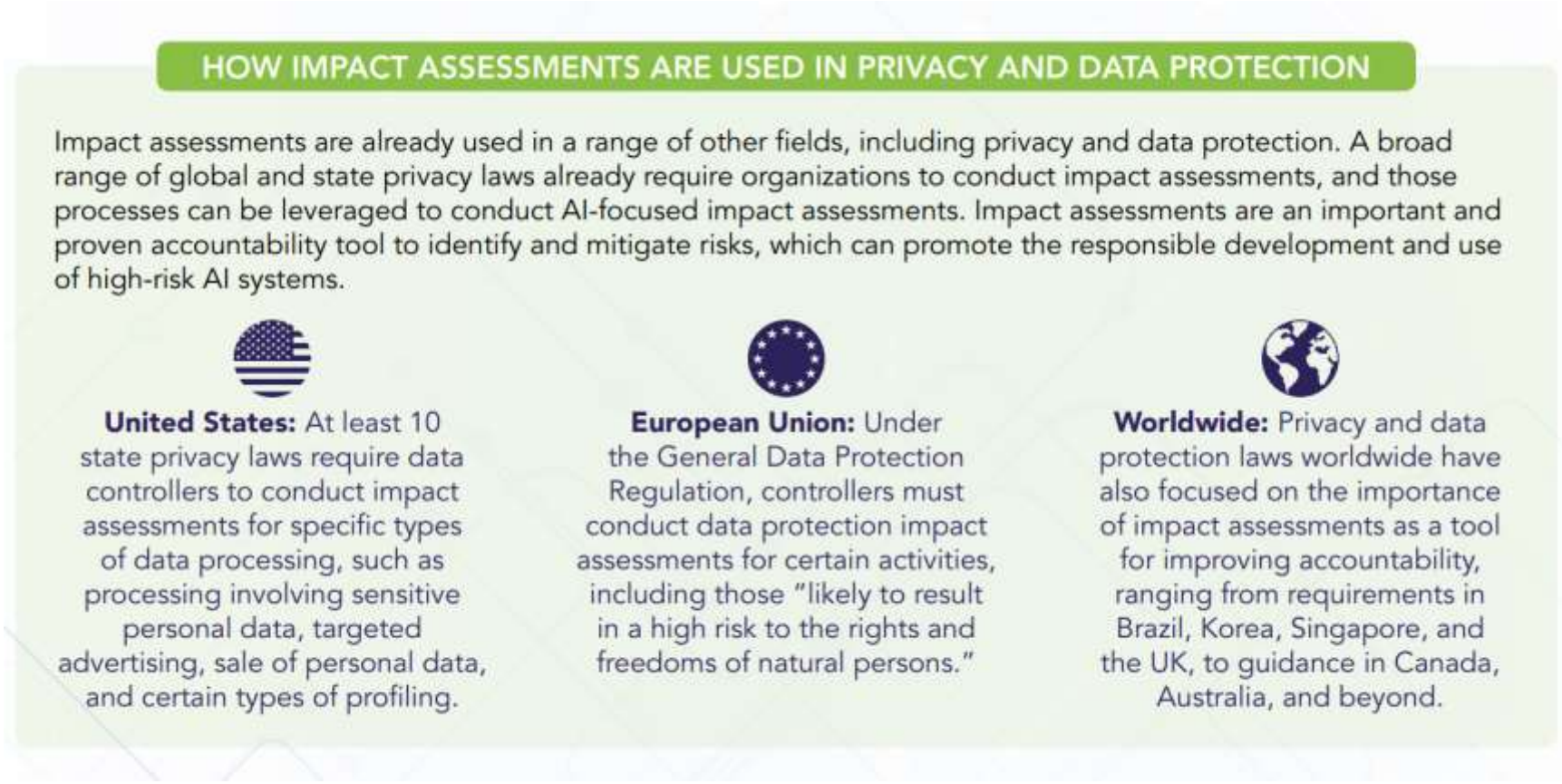
Improving safety for corporate cars.
AI systems can be trained to alert employees about anomalies in corporate cars that can indicate maintenance or safety issues.

Developers and Deployers: Distinct Roles

Risk Management Programs

Impact Assessments for High-Risk AI

Impact Assessments: Leveraging Privacy



Questions?

BSA | The Software Alliance

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- BSA: bsa.org