



NAME: Chatbot 


DATE: July 27, 2024 1:52 PM

DESCRIPTION OF TECHNOLOGY


The chatbot is a virtual assistant designed to streamline interactions. While it can handle routine queries effectively, complex issues may require human intervention. Continuous testing and refinement ensure its effectiveness and usability, aiming to improve productivity and user experience.

HUMAN VALUES 

The technology likely wouldn't significantly impact users' identity. Its primary function is to assist users in browsing and obtaining information about trucks.


TRANSPARENCY 

Yes, it is important to ensure that users and stakeholders have access to clear explanations about how the technology works and how the business model operates.


IMPACT ON SOCIETY 

The problem at hand is the inefficiency in customer service processes, coming from manual handling of inquiries. Yes, it's a genuine issue as it can lead to delays, inconsistent support, and increased workload. This is a common challenge in customer service management, and implementing a chatbot solution can significantly improve efficiency and customer satisfaction.


STAKEHOLDERS 

SUSTAINABILITY 


Energy efficiency could be considered as part of the technology development process. Optimizing the codebase and minimizing server requests could contribute to reducing energy consumption.

HATEFUL AND CRIMINAL ACTORS 


The technology could be misused for illegal activities such as fraud, privacy violations, harassment, and facilitating illegal transactions.

DATA 


Yes, I'm aware of the fundamental issues with data. The technology addresses these by ensuring data accuracy, transparency, and reliability.

FUTURE 

With widespread adoption, the technology could reshape customer service norms, providing instant assistance and reducing reliance on traditional phone-based support. Communities might become more accustomed to self-service options and expect personalized, automated interactions.

PRIVACY 

The technology could collect personal data such as names, contact details, user preferences, conversation history.


INCLUSIVITY 

It could inherit biases, for instance if the data they are trained on or the way they are designed reflects biases present in society. For example, if the dataset used to train the chatbot contains biased language or reflects societal stereotypes, the chatbot's responses could perpetuate those biases.

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HUMAN VALUES 

How is the identity of the (intended) users affected by the technology?

To help you answer this question think about sub questions like:

- If two friends use your product, how could it enhance or detract from their relationship?
- Does your product create new ways for people to interact?...

TRANSPARENCY 

Is it explained to the users/stakeholders how the technology works and how the business model works?

- Is it easy for users to find out how the technology works?
- Can a user understand or find out why your technology behaves in a certain way?
- Are the goals explained?
- Is the idea of the technology explained?
- Is the technology company transparent about the way their...

IMPACT ON SOCIETY 

What is exactly the problem? Is it really a problem? Are you sure?

Can you exactly define what the challenge is? What problem (what 'pain') does this technology want to solve? Can you make a clear definition of the problem? What 'pain' does this technology want to ease? Whose pain? Is it really a problem? For who? Will solving the problem make the world better? Are you sure? The problem definition will help you to determine...

STAKEHOLDERS 

Who are the main users/targetgroups/stakeholders for this technology? Think about the intended context by...

When thinking about the stakeholders, the most obvious one are of course the intended users, so start there. Next, list the stakeholders that are directly affected. Listing the users and directly affected stakeholders also gives an impression of the intended context of the technology.

...

SUSTAINABILITY 

In what way is the direct and indirect energy use of this technology taken into account?

One of the most prominent impacts on sustainability is energy efficiency. Consider what service you want this technology to provide and how this could be achieved with a minimal use of energy. Are improvements possible?

HATEFUL AND CRIMINAL ACTORS 

In which way can the technology be used to break the law or avoid the consequences of breaking the law?

Can you imagine ways that the technology can or will be used to break the law? Think about invading someone's privacy. Spying. Hurting people. Harassment. Steal things. Fraud/identity theft and so on. Or will people use the technology to avoid facing the consequences of breaking the law (using trackers to evade speed radars or using bitcoins to launder...)

DATA 

Are you familiar with the fundamental shortcomings and pitfalls of data and do you take this sufficiently into...

There are fundamental issues with data. For example:

- Data is always subjective;
- Data collections are never complete;
- Correlation and causation are tricky concepts;
- Data collections are often biased;...

FUTURE 

What could possibly happen with this technology in the future?

Discuss this quickly and note your first thoughts here. Think about what happens when 100 million people use your product. How could communities, habits and norms change?

PRIVACY 

Does the technology register personal data? If yes, what personal data?

If this technology registers personal data you have to be aware of privacy legislation and the concept of privacy. Think hard about this question. Remember: personal data can be interpreted in a broad way. Maybe this technology does not collect personal data, but can be used to assemble personal data. If the technology collects special personal data (like...

INCLUSIVITY 

Does this technology have a built-in bias?

Do a brainstorm. Can you find a built-in bias in this technology? Maybe because of the way the data was collected, either by personal bias, historical bias, political bias or a lack of diversity in the people responsible for the design of the technology? How do you know this is not the case? Be critical. Be aware of your own biases....

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