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Exclusive

The need for human interface to complement organization processes in resolving employee issues in large organizations

With increasing automation, the need to have complementary human interface, i.e., technology that is complemented by human touch, is likely to increase, rather than the other way round.

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By Prof Sourav Mukherji

HIGHLIGHTS

- Automation of processes is not an easy task, especially if it involves delivering a service to a customer.
- Despite improvement in technology and application of machine intelligence, one's satisfaction while interacting with automated interfaces such as a chatbot, is far from ideal.
- When automated interactive systems reach their ideal stage, will organizations feel the need for human intervention at all?
- Is it possible to address most or all of employees' needs through