AI is Now: Amplified Intelligence

Agents of Digital Humans will transform the future of AI

Michael Shepherd
Sr. Distinguished Engineer
Services Chief Technology Office

DELL Technologies

Creating Technologies…

…that drive human progress

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Customer Experience First

"You've gotta **start** with the **Customer Experience** and work **backwards** to the **Technology**.

You can't start with the Technology and try to figure where to sell it. I've made this mistaken more than anyone else."

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Technology made for Humans

Water	1st Utility
Gas	2nd Utility
Electricity	3rd Utility
Connectivity	4th Utility
Intelligence-aaS	5th Utility

Building the
"Intelligence Grid" of the Future

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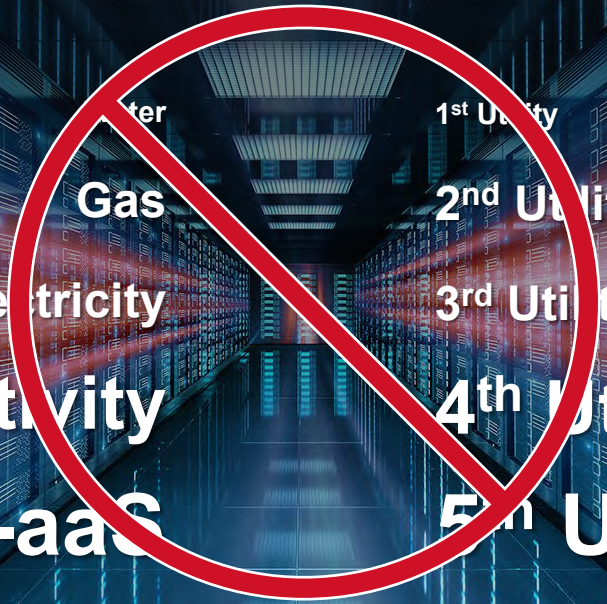
Growing up without any of these!



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Nepal 1978 | Living in the Iron Age

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AI = Augments Human Abilities

Source: www.esthermbabazi.com

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The AI journey is speeding up…

Data Science (DS)

Artificial Intelligence (AI)

Machine Learning (ML)

Beating humans in "Chess"

Deep Learning (DL)

Beating humans in "Go"

Reinforcement Learning (RL)

Beating humans in "Dota"

Neuromorphic Compute

Quantum Computing

General Intelligence?

CPU

GPU

NPU

QPU

1950's 1960's 1970's 1980's 1990's 2000's 2010's 2020's 2030's 2040's 2050's

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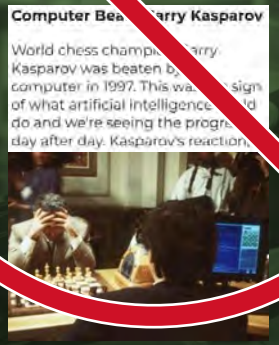
Decade timeliness are deceptive

Data Science (DS)

Artificial Intelligence (AI)

Machine Learning (ML)

Beating humans in "Chess"



Deep Learning (DL)

Beating humans in "Go"

Reinforcement Learning (RL)

Beating humans in "Dota"

Neuromorphic Compute

Quantum Computing

General Intelligence?

CPU

GPU

NPU

QPU

1950's 1960's 1970's 1980's 1990's 2000's 2010's 2020's 2030's 2040's 2050's

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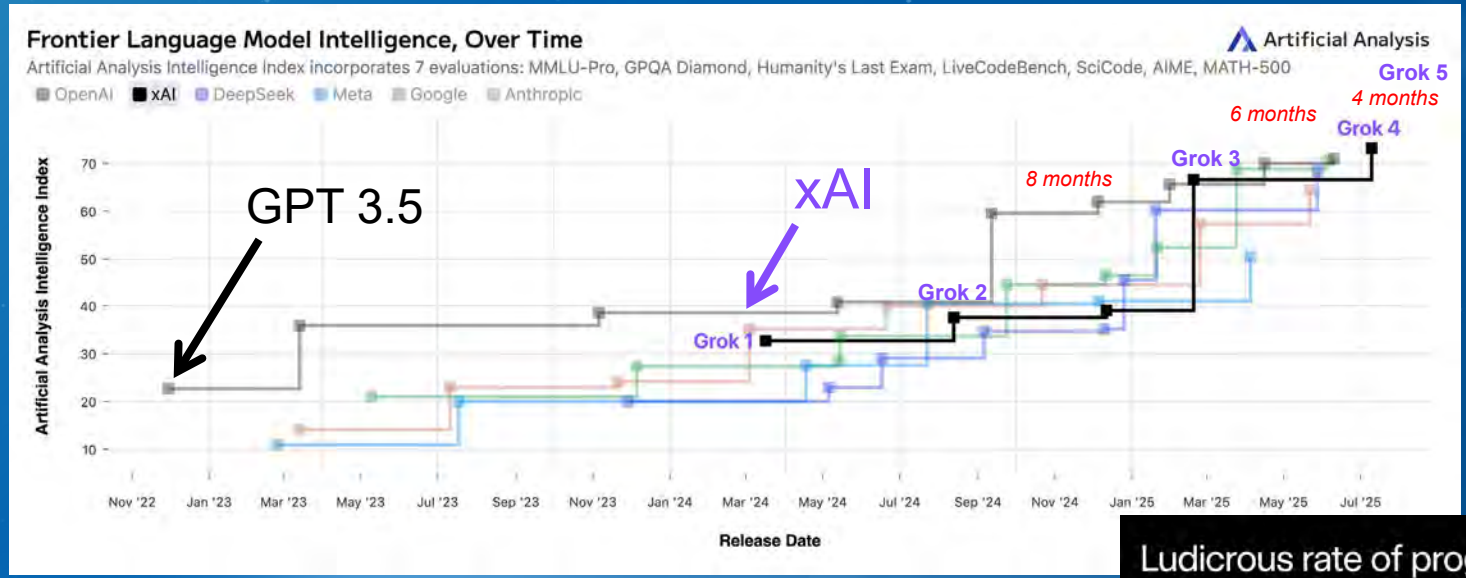
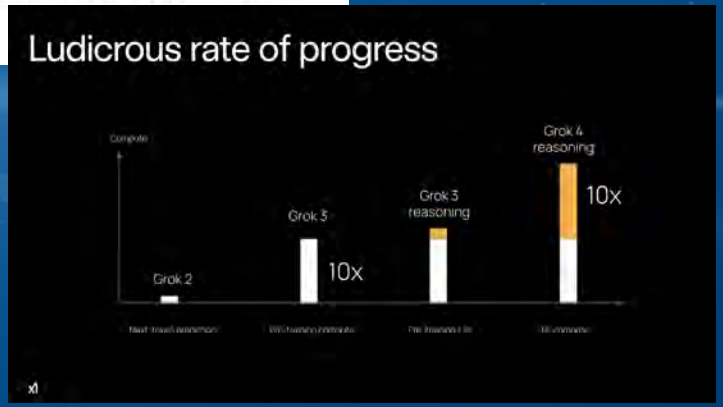
10x intelligence now in ~1 QTR





"Less than 500 days since releasing their first model, xAI released the leading AI model"

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AI becoming more personalized Assistants

- Augment knowledge
- Assisting in Tasks
- Trust with emotion

Web 3.0

...

RPA

Digital Human Assistants

Robotics

...

Efficiency gains

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$ $

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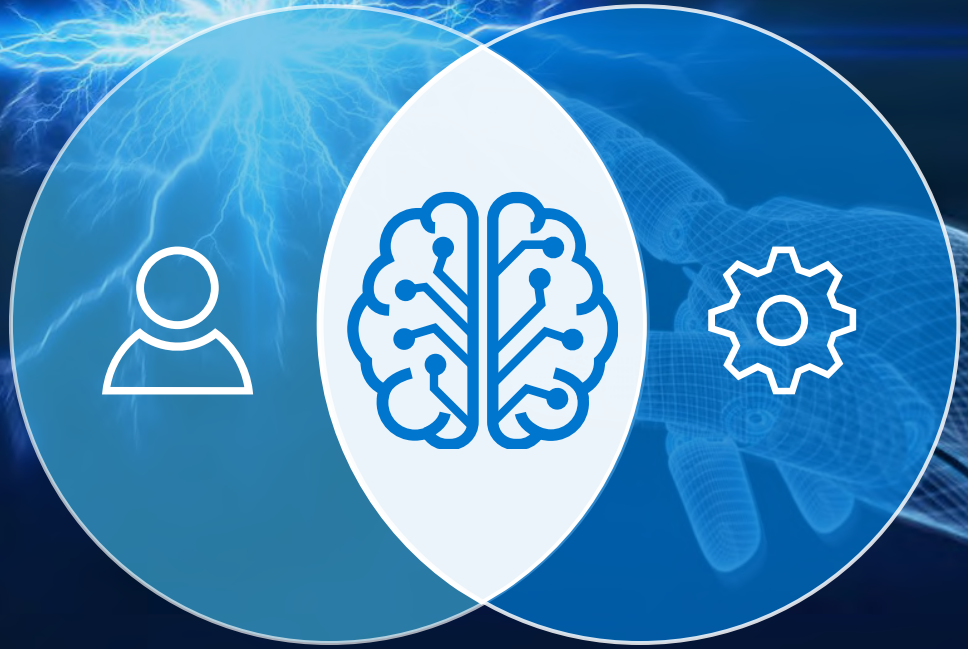
AI | Augmented Intelligence

Age of AI is about **human | machine** partnership



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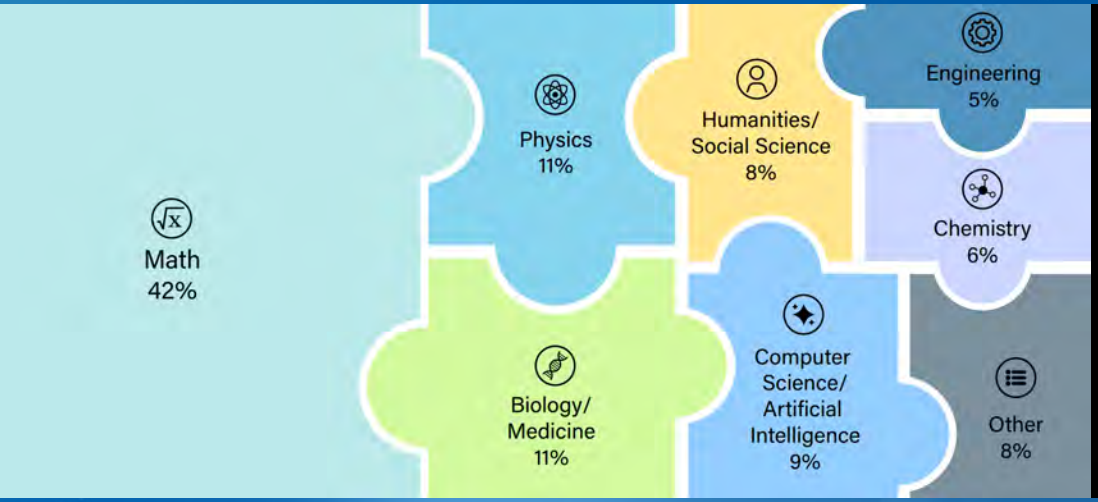
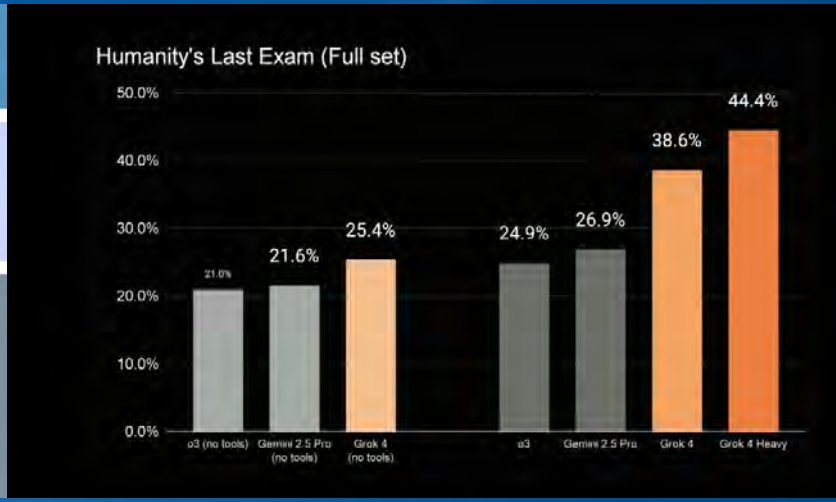
AI is now:
Amplified
Intelligence

HUMANITY'S LAST EXAM (HLE)

3,000 challenging questions across over a hundred subjects





Example Medical Question:

What is the BUD for a single dose container ampule from the time of puncture in a sterile environment?

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Nepal
1979
Studying
Anthropology
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Cyborg Anthropology :

A discipline that studies the interaction between humanity and technology from an anthropological perspective.

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Two Important Human Factors to remember!

"AI will power the next age of human progress."

FORRESTER

Forrester, "Overcome Obstacles To Get To AI At Scale", January 2020

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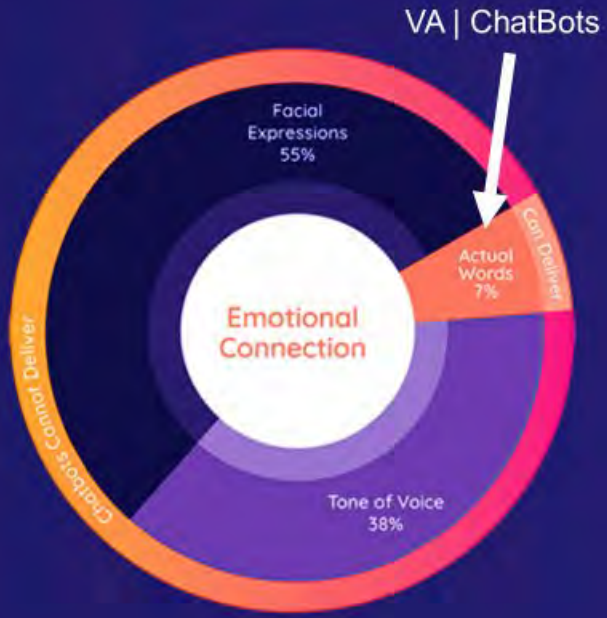
WORDS without emotion is not sufficient

Only 7% of great communication is made up of the words we say

– the rest is how we say it using tone of voice and body language. Digital humans can see and listen to users to understand the meaning behind the words. They can then use their own tone of voice and body language to create lifelike human conversations.



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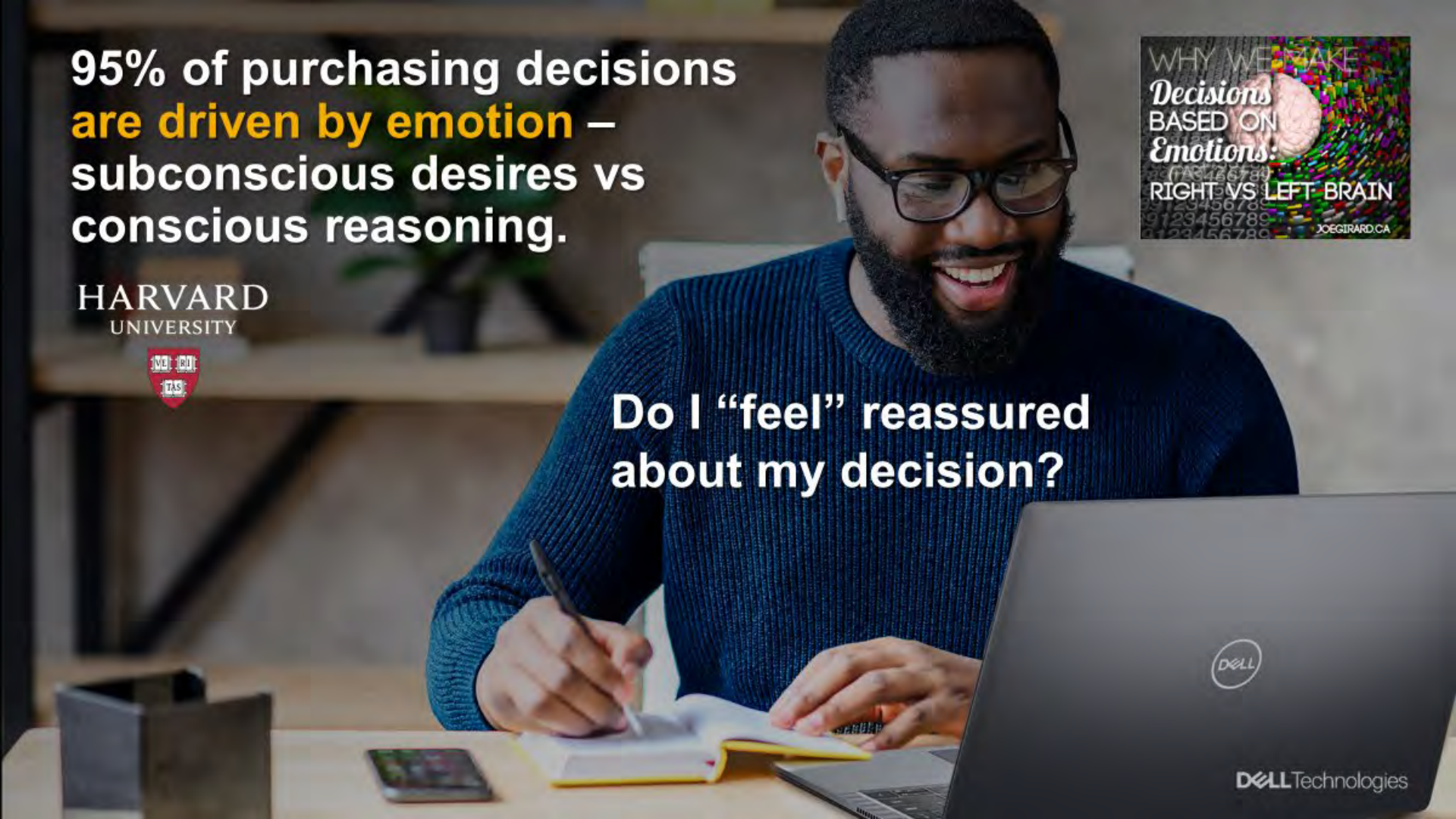
95% of purchasing decisions
are driven by emotion –
subconscious desires vs
conscious reasoning.
HARVARD
UNIVERSITY
WHY WE MAKE
Decisions
BASED ON
Emotions:
RIGHT VS LEFT BRAIN
JOEGIRARD.CA
Do I "feel" reassured
about my decision?
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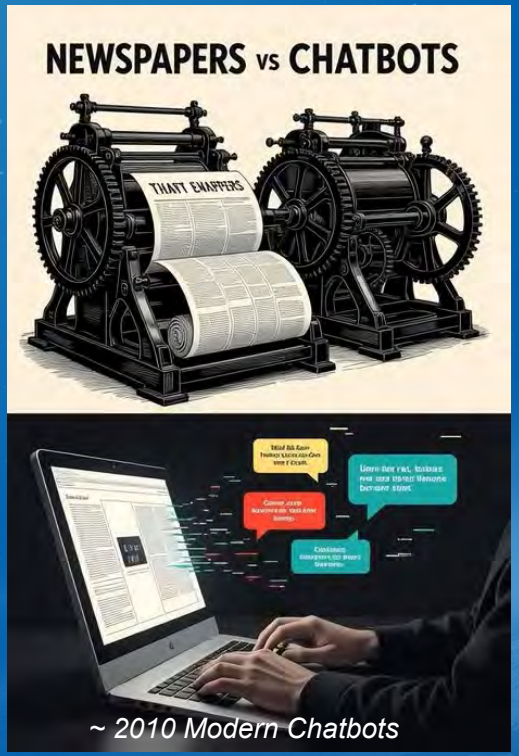
Past

1600's to 2000's Newspapers



~ 2010 Modern Chatbots

Knowledge from READING

Present

1920's Radio

~ 2020 AI Voice Agents

Knowledge from HEARING

Future

1940's TV

~ 2025 Digital Humans

Knowledge from SEEING

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Avatars | GenAI Animation

ight © Dell In

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Help Desk

Frontline IT service support for a global telecommunication company and its 20,000 staff members.

In her role, she's handled 82% of IT service desk requests, and resolved 70% of requests on her own.

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Health Care

Andie

People still need “human touch” even when it’s done digitally.

INCLUSIVE INNOVATIONS:

Digital Human Assistants

Emma's impact has been transformative. Within eight weeks of going live, Emma answered 16,800 queries with a **98% user satisfaction** rate, resulting in projected annual savings of **$1.8 million** in staff costs.

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OPEN SPACES • ENDLESS OPPORTUNITIES

Multi-Agent System Controlling:

- Toxicity Filtration
- Conversational Management
- Emotion / Tone of Voice
- Animations
- Multi-Language
- Text Diffusion
- Information Retrieval
- Multi-LLM Orchestration
- Agentic Workflow Execution

“Say Something”

“Show me Something”

“Take me Somewhere”
Transporting to URL

“Do Something”
Agentic Workflows

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Click to Talk

Select your language
English (United States)

Past

Slow, Labor Intensive

Present

50% faster

Future

5x Productivity

A future of autonomous agents

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