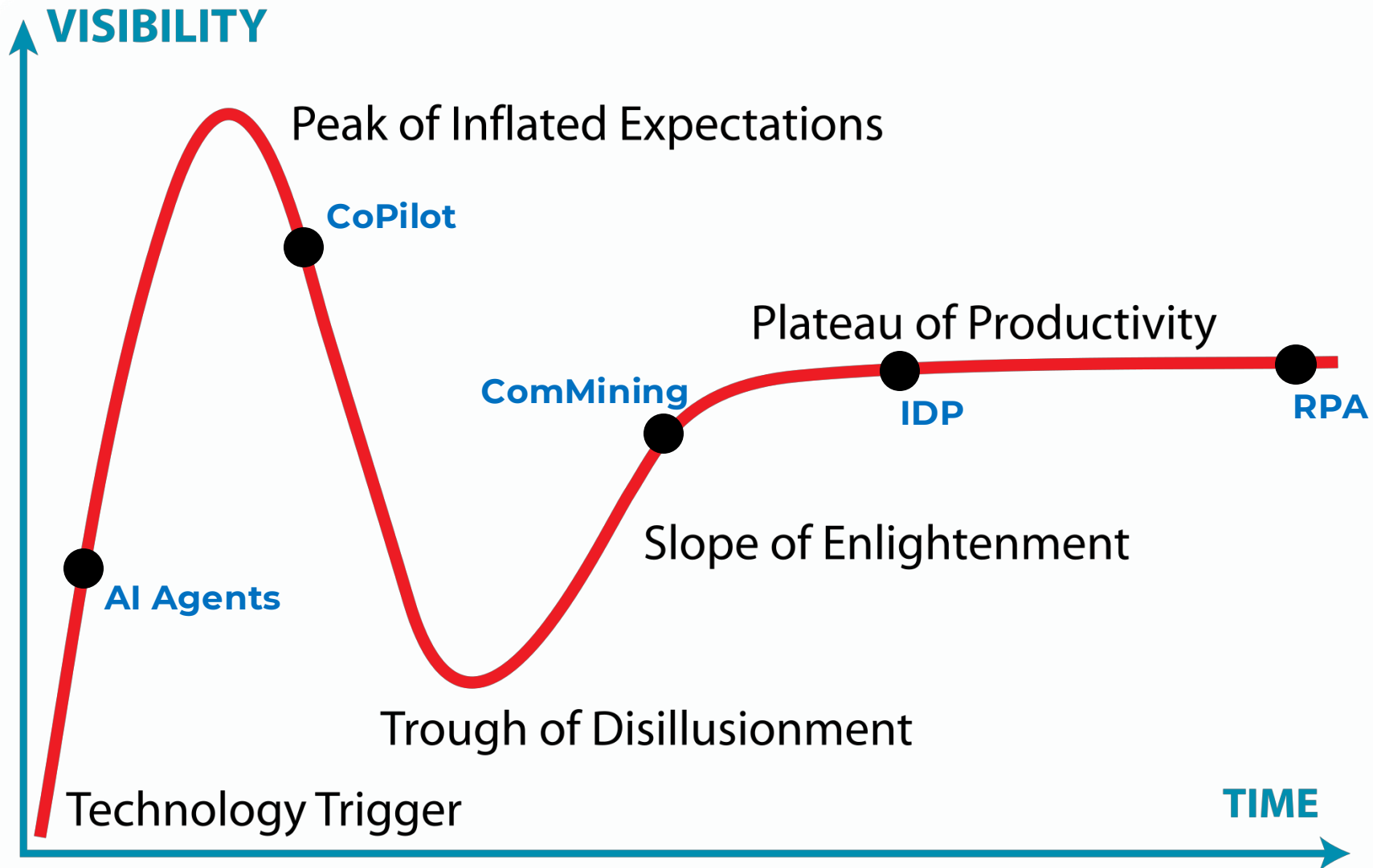We tend to overestimate the effect of a technology in the short run...

...and underestimate the effect in the long run.

Roy Amara

Gartner hype cycle

Self driving cars?

Musk Promises 90% Autopilot for Teslas in 2015, Doesn't Say How › A Tesla may be technically capable of autonomous driving by 2015, but will it be ready for consumers?
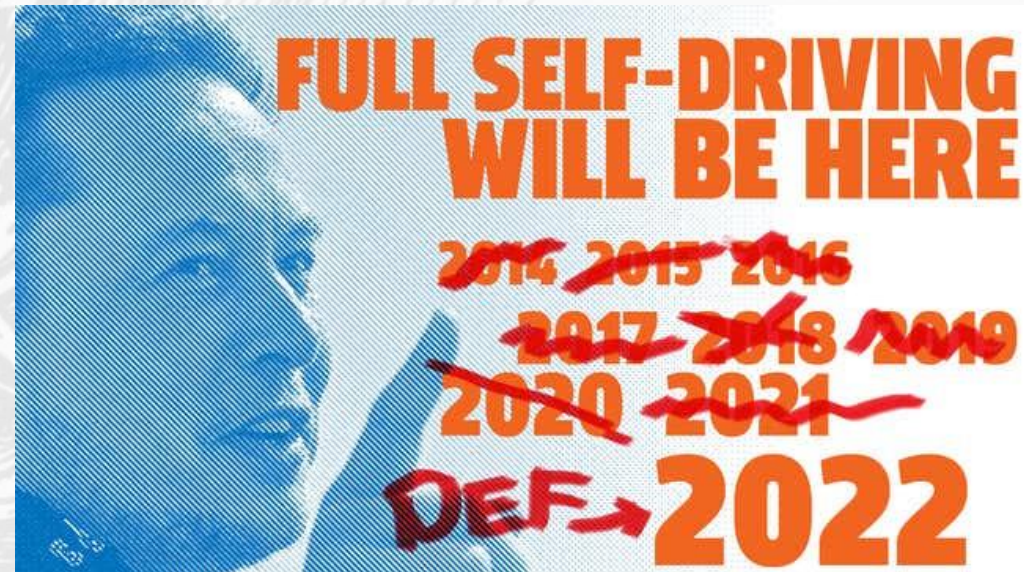
BY EVAN ACKERMAN | 07 OCT 2014 | 3 MIN READ

Evan Ackerman is IEEE Spectrum's robotics editor.

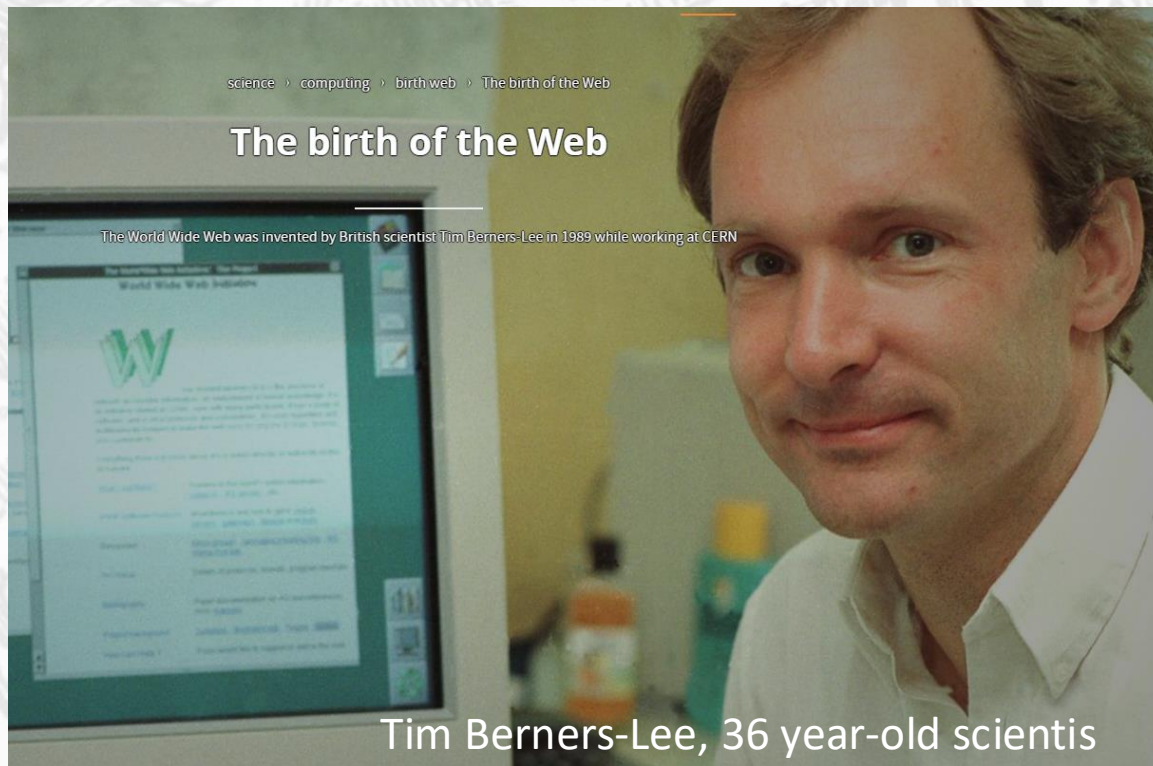## Elon Musk Says Tesla Vehicles Will Drive Themselves in Two Years
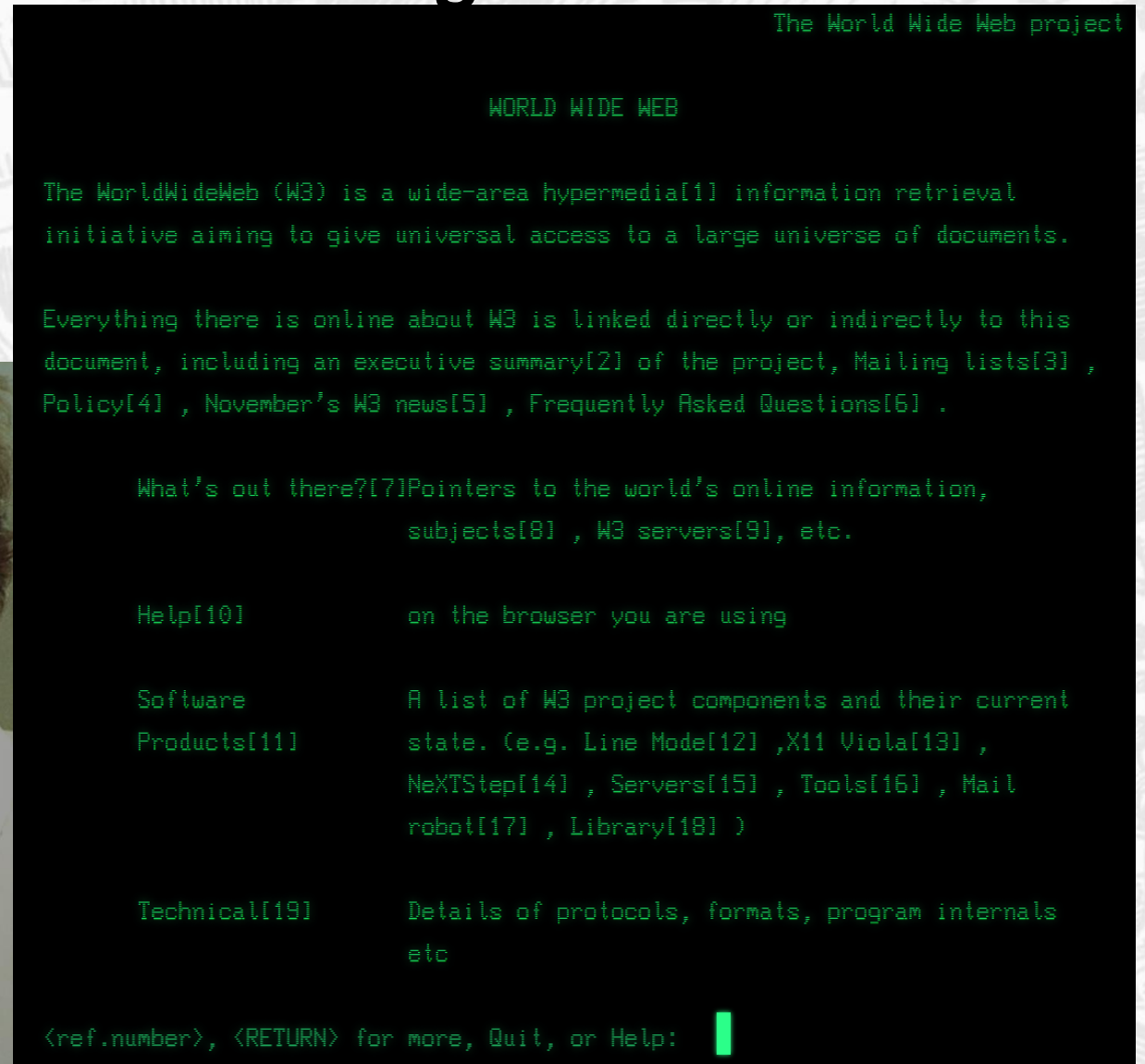
BY KIRSTEN KOROSEC
December 21, 2015 at 8:00 PM GMT+1

FULL SELF-DRIVING WILL BE HERE
2014 2015 2016
2017 2018 2019
2020 2021
DEF → 2022

But underestimate in the long term…

6 August 1991 was published first-ever website Info.cern.ch (www invented in 1989)

science › computing › birth web › The birth of the Web

The birth of the Web

The World Wide Web was invented by British scientist Tim Berners-Lee in 1989 while working at CERN

Tim Berners-Lee, 36 year-old scientis

The World Wide Web project

WORLD WIDE WEB

The WorldWideWeb (W3) is a wide-area hypermedia[1] information retrieval initiative aiming to give universal access to a large universe of documents.

Everything there is online about W3 is linked directly or indirectly to this document, including an executive summary[2] of the project, Mailing lists[3] , Policy[4] , November's W3 news[5] , Frequently Asked Questions[6] .

What's out there?[7]Pointers to the world's online information, subjects[8] , W3 servers[9], etc.

Help[10]   on the browser you are using

Software   A list of W3 project components and their current
Products[11]   state. (e.g. Line Mode[12] ,X11 Viola[13] ,
                   NeXTStep[14] , Servers[15] , Tools[16] , Mail
                   robot[17] , Library[18])

Technical[19]   Details of protocols, formats, program internals
                   etc

<ref.number>, <RETURN> for more, Quit, or Help:

But underestimate in the long term...

„People say the Internet will replace stores. It will never happen. (...) shopping is a social experience."

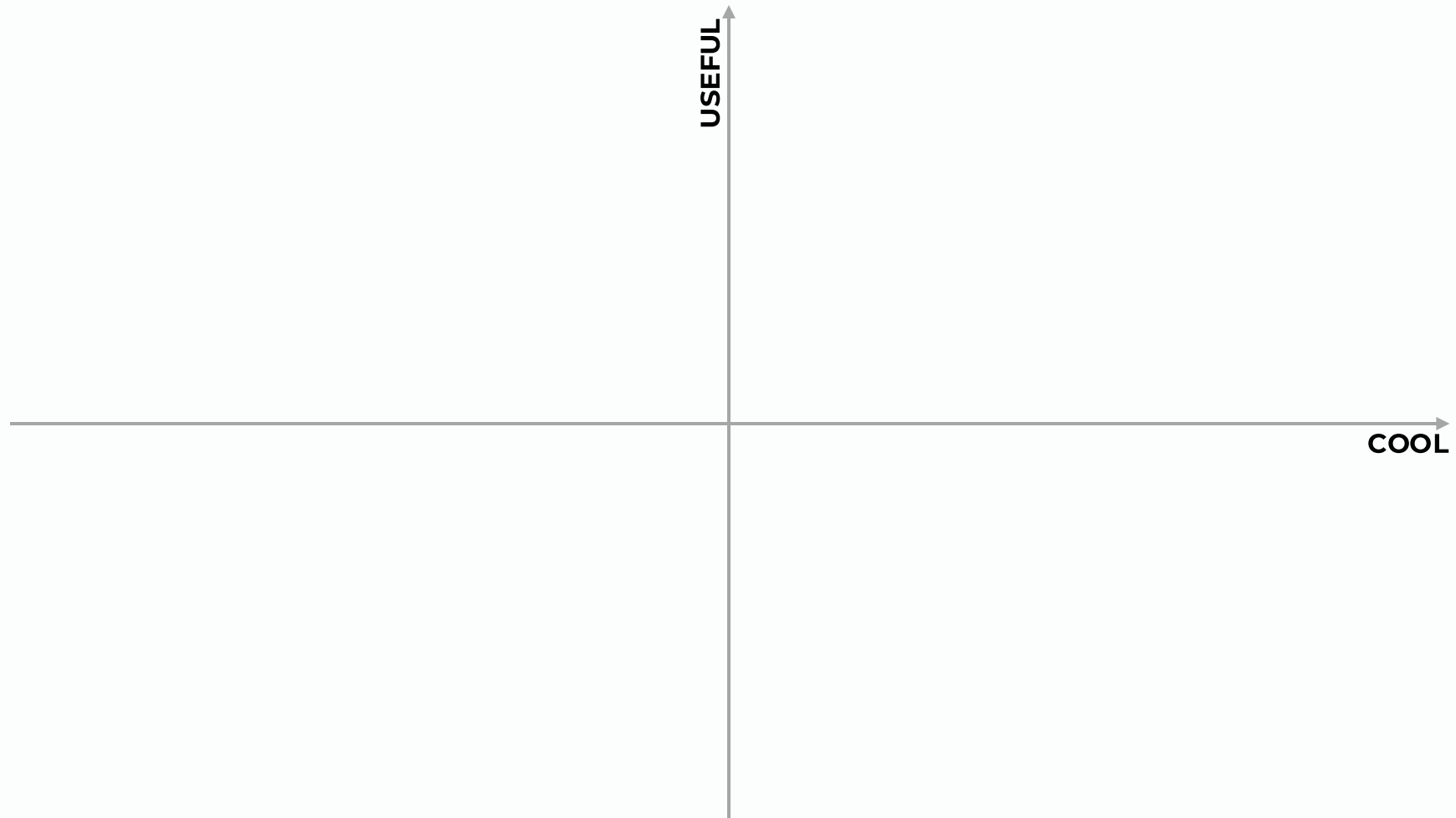Charles Wang, founder of Computer Associates, 1997

„The internet would soon go spectacularly supernova and in 1996 catastrophically collapse."

Robert Metcalfe, The inventor of Ethernet, 1995
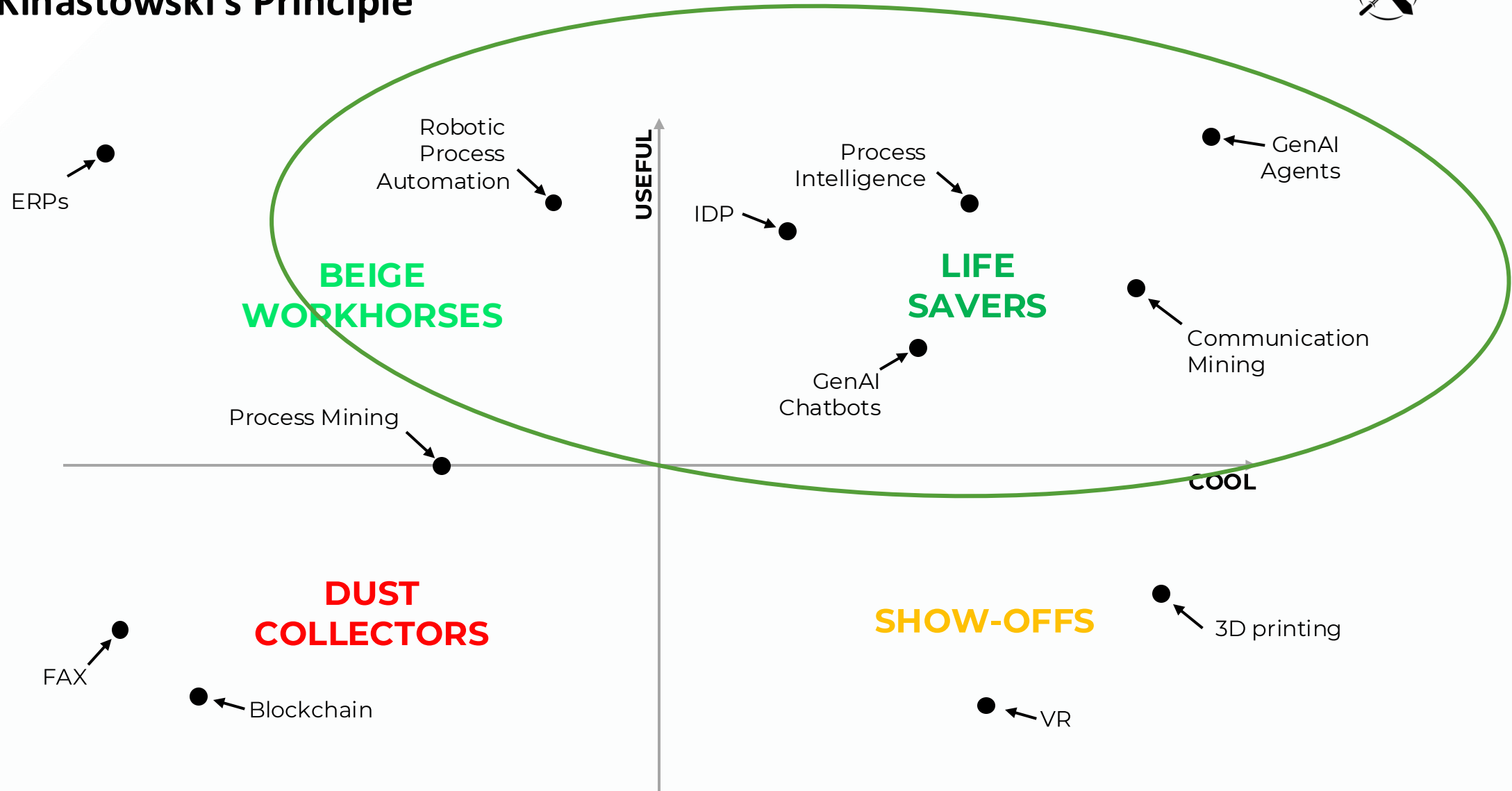
What really works in SSC/GBS?

The Kinastowski's Principle

USEFUL

COOL

The Kinastowski's Principle

BEIGE WORKHORSES

LIFE SAVERS

DUST COLLECTORS

SHOW-OFFS

USEFUL

COOL

ERPs

Robotic Process Automation

IDP

Process Intelligence

GenAI Agents

Communication Mining

GenAI Chatbots

Process Mining

FAX

Blockchain

3D printing

VR

← ○ **Reviewing**   EU Marketing...(Norway).pdf ⚙   Page: 1 / 1   ?   R rossumemail@rossum.ai

Invoice details

Invoice Number	143453775
● PO Number	W85734285
● Invoice Date	1/3/2019
● Due Date	3/31/2019

Payment instructions

● Account number	150342342340
● Bank code	
● IBAN	NO6513425245230
● BIC/SWIFT	DNBANOKX
● Payment reference	
● Specific symbol	

Totals and Subtotals

Subtotal	10,383.05

✓ **Confirm**   🗑 ⬇ 🕐

◄ 1 / 2 ►

InfoNet Workshop
Nygata 43
2423 KONGSVINGER
Norway

Date 01-03-2019
Page 1

Delivery Address
InfoNet Workshop
Nygata 43
2423 KONGSVINGER
Norway

Invoice 143453775

143453775
Invoice Number
✕ ✓

Your Accou...
Your VAT N...   MTA
Your Regist...
Your Order...
Your Trans...
Your Ref.

Our Order No.   S2554532
Our VAT No.   NO9756463241MTA

Foretaksregisteret
Salesperson   Jan Engeldahl

Delivery Method	TNT Economy Express	Payment Terms	30 dage netto
Incoterm	DAP	Due Date	31-03-2019

Number	Description		Qty.	Unit	Unit Price	Amount
34432441	HPI Battery 4C 40WHr 2.8AH LI LA098241		3	Stk	645,53	1.936,59
	7242341-800 Factory Sealed HS Code	85023420				
	Origin CN					
62342374	HPI 11.6-inch HD WLED UWVA touchscreen display		4	Stk	2.077,14	8.308,56
	9023422-001 Factory Sealed HS Code	84732343				
	Origin CN					
	Serial Numbers: 72624323421					
999990	Freight		1	Stk	137,90	137,90
	Factory Sealed HS Code					

Tracking No

My Actions

Search...

Filter (1) | Clear all

Time : Last week ✕

Pending | Unassigned | Completed

Extraction Seacom South Africa...
Medium #315769
No Labels Added — 2 hours ago

Extraction Sortohaan Teollisuu...
Medium #315770
No Labels Added — 2 hours ago

Extraction 2. Dunning ; Custom...
Medium #315771
No Labels Added — 2 hours ago

Extraction Dunning Notice - Co...
Medium #315772
No Labels Added — 2 hours ago

Extraction Melling Performanc...
Medium #315773
No Labels Added — 2 hours ago

Extraction HAWE Finland Oy W...
Medium #315774
No Labels Added — 2 hours ago

Extraction BASF Reminder CH-0...
Medium #315775
No Labels Added — 2 hours ago

Extraction ISMINE__PROJECTS_...
Medium #315776

Confidence | OCR | Extraction

o Document Type
100% — REMI

a total
90% — 59548.47

c company
96% — bufab

e items
97% — Table

r correct amount
Not extracted

ITA | Discard | Save | Submit | !

All values are shown in Pound Sterling

Date	Inv Ref	Details	New Invoice Number	Invoices	Credits	Balance
31/08/2022	6000509	COMPRESSION SPRING	SI226000509	£ 5,363.22		£ 5,363.22
06/09/2022	6000514	COMPRESSION SPRING	SI226000514	£ 5,469.00		£ 10,832.22
11/09/2022	6000524	Compression Spring	SI226000524	£ 3,122.40		£ 13,954.62
13/09/2022	6000529	Compression Spring	SI226000529	£ 9,018.48		£ 22,973.10
25/09/2022	6000547	Compression Spring	SI226000547	£ 2,804.21		£ 25,777.31
27/09/2022	6000552	Compression Spring	SI226000552	£ 2,190.00		£ 27,967.31
30/09/2022	6000560	Compression Spring	SI226000560	£ 1,554.00		£ 29,521.31
04/10/2022	6000562	Compression Spring	SI226000562	£ 3,074.75		£ 32,596.06
05/10/2022	6000566	Compression Spring	SI226000566	£ 2,519.72		£ 35,115.78
10/10/2022	6000573	Compression Spring	SI226000573	£ 2,784.00		£ 37,899.78
11/10/2022	6000575	Circlip	SI226000575	£ 6,768.24		£ 44,668.02
13/10/2022	6000581	Compression Spring	SI226000581	£ 2,110.20		£ 46,778.22
18/10/2022	6000584	Compression spring	SI226000584	£ 6,903.12		£ 53,681.34
24/10/2022	6000593	Compression Spring	SI226000593	£ 2,269.20		£ 55,950.54
26/10/2022	6000599	Compression Spring	SI226000599	£ 558.00		£ 56,508.54
27/10/2022	6000603	Compression Spring	SI226000603	£ 1,485.61		£ 57,994.15
31/10/2022	6000608	Compression Spring	SI226000608	£ 1,554.32		£ 59,548.47

	invoice-no		invoice-date		invoice-amount	
N/A		N/A		N/A		
99%	6000509	98%	2022-08-31	99%	5363.22	
99%	6000514	99%	2022-09-06	99%	10832.22	
99%	6000524	99%	2022-09-11	99%	13954.62	
99%	6000529	99%	2022-09-13	99%	22973.10	

Save and close | Dismiss

UiPath Communications Mining

Bots / automations

Change of address - Policy N98802934

Metadata – structured information embedded in the message

david.haldane@broker.com

3 of 3   Jul 31, 2021 9:00 AM UTC

To underwriter@insurer.com

Good morning,

The policyholder has moved to a new address.

Entities – data as key : value pairs, what pieces of information are included

The new address is:

23 Norwood Place, Loughborough, LE11 1EL.

Labels – categories / intents, what the message is about

Policy > Amendment > Address Change   +

Quality of Service and Tone – how does the message feel

0.0   0.0
QoS   Tone

Subject:

Good mo

The polic

The new
23 Norwo

Kind Reg
David Ha

CyberOla Chat About

I'm planning to start postgraduate studies. Can you describe me if there are any options to get a refund and how can I apply for it?

CyberOla 00:37

At Office Samurai, employees are eligible for funding for postgraduate studies under the following conditions:

1. **Eligibility**: Employees must have received approval from their direct supervisor and the company president for reimbursement of costs related to postgraduate studies that align with the company's activities or personal/professional development within Office Samurai. Additionally, employees must have been with the company for more than 6 months.
2. **Funding Amount**: The reimbursement covers 50% of the total tuition fees, up to a maximum of 4,000 PLN.
3. **Company Initiated Studies**: If the company decides to send an employee for postgraduate studies, the percentage of funding is determined individually.
4. **Exclusions**: The funding does not cover costs related to exams, educational materials, travel, accommodation, etc.
5. **Application Process**:
   - Employees must coordinate all formalities related to the funding with the HR department.
   - This includes determining the required documents to be signed between Office Samurai and the educational institution, as well as agreeing on the documentation confirming payment (e.g., invoice, payment confirmation).
6. **Repayment Obligation**: If an employee withdraws from or does not complete the postgraduate studies for which they received funding, they are obligated to repay the entire amount of the reimbursement. The repayment terms will be
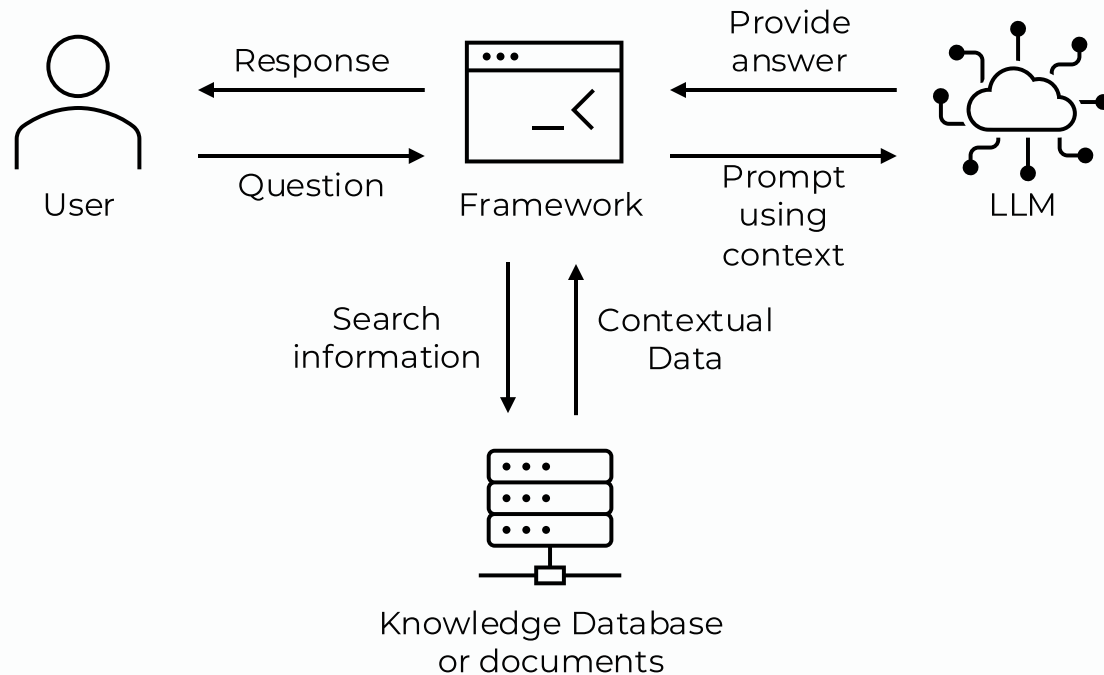
Type a message

Retrieval-Augmented Generation (RAG)

RAG improves AI-generated content by combining two steps:
- first, it retrieves relevant information from databases or documents;
- then, it uses this information to create more accurate and detailed responses.

Example – HR administration

Can I bring a dog to the office?

Yes, you can bring a dog to the office.
File: Benefity\Benefity pracownicze.pdf, Page: 22

What is the maximum number of hours I can work in a single day?

The maximum number of hours you can work in a single day is 12 hours.
Source: Artykuł 138 (Polish Labour Law)

Can I bring a horse to the office?

I don't have such information. Please contact HR department for more details

We tend to overestimate the effect of a technology in the short run…

…and underestimate the effect in the long run.

Roy Amara

ASPIRE
BEYOND THE BUBBLE
THANK YOU