



## So what is AGI and what would it do for me?

James Crawford, AI Practitioner, imagines a future Monday morning.



At Touchpoint Change Consulting we focus on the practical side of AI. We ask what can AI do and what can it do for you?

Lots has been written about the forthcoming AGI (Artificial General intelligence), particularly how it will surpass human abilities, displace our jobs and then leave the planet in order to populate the universe! But not much has been written about what an AGI might actually do in practical terms. Let's take a light-hearted look.

Imagine a future Monday morning ...

I am a department manager in an office in Slough. It's raining. I have five main tasks on my to-do list:

1. Oversee service delivery – check the week is off to a good start, monitor performance and field any escalated issues
2. Manage my team – check everyone has arrived on shift, finalise the staff salary review and kick off the recruitment process for a new supervisor
3. Service development – attend a meeting to collate the recent customer survey and generate ideas for service improvement
4. Some admin – check and respond to emails and complete an expense form from last week's trip
5. Online training – if I have time, four dreaded mandatory online courses need to be completed.

In the olden days (2023), I'd prioritise the tasks and get cracking, interrupted regularly by emails, events and people. The remaining tasks get rolled over to tomorrow, with new ones added from the meetings I attend today.

So, cast your mind forward to 2025 or 2026. I now have an AGI at my disposal – a virtual me. How would I work with it?

By definition, an AGI could do pretty much anything I can do, so I set out the tasks I'd like it to do and what I wish to reserve for myself.

This is what the AGI task list might look like:

- Oversee service delivery – with its interface to my operational systems and my email box, the AGI is monitoring service in real-time. If there is an issue with service levels or maybe an IT problem, the relevant person will be contacted instantly. Of course, that 'person' may be a bot, part of my hybrid workforce. I will be alerted via a Voicebot phone call if urgent, or an email if not. If a decision is needed, it will have formulated several options and will offer them to me to choose. I usually go with its recommendation, with a simple nod of my head whilst looking at the relevant option on screen.
- Manage the team – two customer service colleagues have called in sick, so the AGI reschedules the work rota and emails the Team Leaders to confirm. Once the HR Director confirms the pay rise formula, the AGI will draft 95



employee letters, personalising each depending on their role, their recent appraisal and the projects they have been involved in. For the recruitment, it has already drafted the Job Spec and Advert based on the email trail from my manager last week. I will tweak it and post it online. The first analysis of applications will be done for me in real time. I'll check the long-list and short-list but will ignore the outright rejects (but will review the pie chart of reasons why).

- Service development – I'm double booked, so the AGI will attend the workshop in my place. It knows my concerns and the ideas I've written about, so I just need to give it a verbal briefing about what I want from the meeting and what I'll contribute. It will ask for any clarifications or details, maybe even challenge my thinking. Then it will join the online meeting, be part of the discussion and send me a summary. If there are points of contention it will draft a series of emails for me so I can quickly negotiate with colleagues. If they are using AGI too, we may even have a consensus by 5 minutes after the meeting ends. We would just need to concur with the recommendations of our AI co-pilots.
- The admin – transactional emails are sorted and processed in real-time. I have time to review everything in my Outbox, but I now do that by exception. I became confident in its replies so I set it to auto-action a few weeks ago. It knows me as well as I know myself. Junk mail is a thing of the past and as far as I am concerned, spam is once again a canned meat product. If there are alternative courses of action, the AGI drafts an email response with multiple columns. I just click the one I want, tweak the wording if needed and press Send. My expense form is auto-populated from my diary, location settings and credit card account. I just need to check and approve the submission as I'm still responsible for what I claim.
- Online training – only two of the four courses need to be completed as AGI reduces the need. For instance, there are some administrative/compliance skills that I don't need as the AGI automatically takes care of that, drafting compliant documents and auto-checking all work before it gets sent. The courses I do need are not the old tedious generic courses. They are tailored for me in the style and speed I prefer. They take into account my role, what I already know and how my service will develop in the future. They are relevant, engaging and useful! The key messages will also pop up on screen (or in my earbuds) the next time I need them, as a reminder.

That all leaves me more time to work on the service improvements I've been waiting for, less time to get distracted by the detail and the welcome opportunity to leave the office early more often.

This story is fairly rudimentary. The technology to do most of this already exists and providers are starting to incorporate these features into their business applications. Beyond that, we will have to completely reimagine our organisations!

Of course, a true AGI wouldn't need me to define and prioritise its tasks. It would have worked out the requirements, listed its own actions and got on with them, drawing on its knowledge of my skills and approach (having read and digested every one of my documents written, every email I've sent and the transcripts of all my meetings).

It would have probably done that over the weekend. All I would need to do on Monday morning is wake up at 9am, check everything is on track, roll over and go back to sleep for an hour.

Roll on AGI!

James Crawford.

Founder and Director, Touchpoint Change AI Consulting.

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