

ARTIFICIAL INTELLIGENCE (AI) CHATBOT CHALLENGES & BEST PRACTICES

WHAT IS AI CHATBOT?

AI chatbot is a computer program that uses AI technologies and natural language processing to interpret human speech and text inputs, and gives human-like responses. It can improve operational efficiency and provide new services in various fields, such as customer service, virtual assistant and e-commerce.



CHALLENGES

PRIVACY CONCERNS

Users of AI chatbots may not fully understand how their personal data are collected, stored or retained, and whether these data are subject to unauthorised or accidental access, processing, erasure, loss or use. Like any other information systems or applications, AI chatbots may also be vulnerable to cyber attacks, resulting in data leakage.



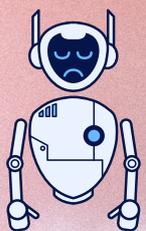
BIAS

Responses of AI chatbots may be biased. Inadequate dataset diversity, inaccuracy of dataset fed for training, or bias inherited from the data will increase the likelihood to produce biased or discriminatory answers.



MISINFORMATION AND INACCURACY

Similarly, insufficient or outdated training data affect the accuracy of answers given by AI chatbots. Sometimes AI chatbot may improvise answers to produce smooth responses, resulting in inaccurate information. It may also misunderstand the users' intent or meaning, in which case giving incorrect information.



INTELLECTUAL PROPERTY INFRINGEMENT

AI chatbots may process copyrighted materials or proprietary information without authorisation, leading to potential intellectual property infringement.



MISUSE

AI chatbot may be easily misused for malicious purposes, such as developing malware and creating more convincing and personalised social engineering attacks.



BEST PRACTICES

USE AI CHATBOTS AS A SUPPLEMENTARY TOOL

AI chatbots can be useful for gathering information and providing basic support, but they should not be relied on exclusively. Facts should be checked from alternative sources as far as possible.



USE AI CHATBOTS RESPONSIBLY

Use AI chatbots legally and ethically. Do not attempt to exceed the restriction of AI chatbots or use them for malicious purposes.



BEWARE THAT AI CHATBOTS ARE IMPERFECT

Be mindful of the potentially incomplete or inaccurate information that AI chatbots may provide. If a chatbot gives biased or discriminatory responses, report it to the chatbot vendor.



PROTECT YOUR PRIVACY AND DATA

Avoid inputting sensitive or personal information into AI chatbots. Use AI chatbots from reputable sources and companies that have a strong track record of data security measures in place.

