

A Machine May Not Take Your Job, but One Could Become Your Boss

The goal of automation has always been efficiency. What if artificial intelligence sees humanity itself as the thing to be optimized?

When Conor Sprouls, a customer service representative in the call center of the insurance giant MetLife talks to a customer over the phone, he keeps one eye on the bottom-right corner of his screen. There, in a little blue box, A.I. tells him how he's doing.

Talking too fast? The program flashes an icon of a speedometer, indicating that he should slow down.

Sound sleepy? The software displays an "energy cue," with a picture of a coffee cup.

Not empathetic enough? A heart icon pops up...

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