



# Artificial Intelligence Across Industries: Where Does L&D Fit?

## Executive Summary

Odds are that you use artificial intelligence (AI) every day without realizing it. Google searches, Amazon recommendations, and Waze traffic information all depend on it. The other day while running errands, I put groceries in my cart from a list made by Alexa, used a self-checkout lane at the drugstore, and made a key at the hardware store without any human intervention. The key-cutting kiosk not only uses AI technology to cut the keys, but “learns” as it goes to make more accurate cuts while ignoring extraneous information created by twisted or worn keys. Your organization may subscribe to Microsoft’s business analytics service, which pulls data from Office 365 to analyze interactions and operations.

Conversations about emerging technologies so often turn into *Star Wars*-ian fantasies of robot-supported, world-changing, overnight disruptive change. Discussions about AI are no different, with the added threats about our robot overlords tending to our every need and whim—while taking all our jobs. This report takes a look at how different industries are using AI for real applications, now, and invites the reader to consider what is going on in their own industry and what may already be happening in other parts of their own organization. When reading this through, also consider: What data do you have, or have access to? What tasks require human analysis or compilation or parsing? Where do your stakeholders struggle to understand approaches? Where do your learners struggle to perform better?

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