



AI WILL TAKE NOTES-DO YOU MIND?

BY JAY BORDEN

Unless you are one of the people that remembers everything you hear the first time, taking good notes during a meeting is essential.

But the challenge is if you are taking notes it is difficult to participate in the meeting. Writing while you are speaking is problematic. Even keeping up with what others are saying can be hard unless you know shorthand.

Enter AI, Artificial Intelligence. AI can listen to the discussion, record it and then turn it into written meeting minutes. That can be a significant help. But not without its downside.

We have written before about AI systems hallucinating, simply making things up that have no basis in fact. Will it do it while taking meeting notes? Who knows? No one has figured out why AI systems hallucinate or a way to stop it. What if it gets a critical thing wrong? Or "invents" something that has a significant impact on the outcome of the meeting or is offensive to others?

For the AI system to produce written minutes it has to record everyone's voice and the entire conversation. People may be sensitive about having their voice recorded. The reasons may vary but a possible one relates to what we have written previously, that with about 100 spoken words an AI system can produce a deep fake with the person saying whatever the attacker wants. The recorded meeting will probably be more than sufficient for this purpose.

Once the voice recording is out there you have no control over who uses it or for what purpose. What if it is used to scam your company? Or your family?

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In a company context, a deep fake of a company executive telling an employee to initiate a wire transfer has already been successful to the tune of \$25 million.

Family scams have been around for years. A message is delivered saying someone lost their wallet or purse and to wire money. Or that someone is sick and needs money for medical care. Or that the car broke down and money is needed to get the car towed to a repair shop and then to pay for the repair.

These become all the more convincing if the person's voice is delivering the message.

Back to using AI to take meeting notes. It may be illegal to record a conversation without all participants granting permission beforehand. When someone plans to use AI to take minutes they can ask if anyone minds before the meeting begins. But what if only one person objects? Is the AI system turned off? Can you tell? What if others want it to take notes? Does the objecting person leave or not participate in the meeting? Neither choice seems productive. They were all invited for a reason.

If permission is granted, you have no power over what is done with that voice recording after it transcribes the meeting notes. Where is it stored and what controls are in place to protect it?

Another risk of an AI note taker is that it is much more limited than a person in understanding and interpreting what is said. People can factor in body language, sarcasm or humor. That will all be lost in the AI generated meeting notes. Potentially troublesome if the notes are sent to non-participants.

The AI systems are reasonably accurate in their ability to understand speech but only within certain boundaries. If someone has an accent it may make errors. Possibly important ones. Idioms or figures of speech or local dialects or expressions may be changed because the system may not understand what is said or meant. AI will not ask someone to repeat it. It will just record it and then write what it hears, or thinks it hears. It may change it to what it believes makes more sense. Think word-processing-style auto-correct but for speech.

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With an AI system turned on, will friendly conversations end? What about the conversations between people who maybe haven't seen each other in a while? What about people who are working together on a completely different topic but need to discuss something? Or people who just met and are getting to know each other?

Will AI note taking be used more frequently as time goes on. Without a doubt. Will it get better with time. Also, without a doubt.

But for now, remember it isn't perfect and has some possible drawbacks so use it with care. Hopefully AI systems will get more human-like, as opposed to people becoming more AI like.

Stay alert and good luck.

Visit our site, onebrightlycyber.com to learn all the ways we help keep you safer.

Welcome to peace of mind.