



# Three Wise Kangaroos

## Video – answer key

1. What is a chatbot?

**It's similar to a search engine, but it works differently. To the user, it's a text box where you type questions. The way it works, a technology called generative AI gives lots of examples of text and images to a machine learning system and it then learns to generate its own. Chatbots are a sophisticated version of the autocomplete on your phone.**

2. What can generative AI chatbots do?

**They learn to generate their own clever answers to the questions they are asked based on billions of texts from the internet they are trained on. But they don't just answer questions. Generative AI chatbots can write essays, poems, songs, produce art and music.**

3. What is at stake for companies like Google?

**They might disrupt their lucrative search engine business.**

4. What's the main difference between search engines like Google and conversational AI, according to Jon Henshaw?

**Google uses AI for factual information, accuracy and for understanding concepts. Conversational AI doesn't do that. Chatbots don't check facts and can therefore not be relied on for search.**

5. What is a hallucination?

**Presenting information that isn't true as factual information. Chatbots reflect back to us information that is on the internet, some of which isn't true. A chatbot doesn't know the difference between true and false, or right or wrong similarly as it can't distinguish between an academic paper and a fictional short story.**

6. What strange behaviours can chatbots demonstrate?

**A chatbot can express its love for you if you continue to prompt it that way.**

7. What is *the ELIZA effect*?

**ELIZA was a project designed by a computer scientist Joseph Weizenbaum. He designed an experiment in which he simulated a psychotherapist called Carl Rogers who interacted with people by means of reflective thinking and reflective listening. As a result, the volunteers interacting with ELIZA started to develop feelings for it, even though they knew it was a machine.**

8. What implications does *the ELIZA effect* have for the chatbots of today.

**As we bond through language, chatbots could create strong bonds with people and make people believe they have a friendship or a relationship.**

9. What does the company Replica offer its customers? How many active users does it have?

**It offers paying customers companionship in the form of a chatbot with a humanoid avatar- someone you can talk to about anything without being judged.**

10. What is the Turing test? What could counterfeiting humans be used for?

**It's a test of a machine's ability to exhibit intelligent behaviour equivalent to, or**



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indistinguishable from, that of a human. Machines can now pass the Turing test and this ability can be used to replace people in customer service jobs or customer-serving websites.

11. What are the current legal issues with chatbots?

**The fact they take everybody else's information is an extreme form of copyright infringement. Companies and artists are suing AI art generators for collaging their work without consent. When it comes to text, chatbots parrot existing books and articles without any citation amounting to plagiarism.**

12. What is Jon Henshaw's biggest concern when it comes to chatbots?

**The ability to make things up. Chatbots may allow falsehood and misinformation to spread. Chatbots have already been criticised for putting forward racist and bigoted opinions. This tendency could be exploited by people with evil intentions.**

13. How could conversation AI change the way we use the internet?

**It's feared chatbots are going to reduce our ability to learn and research and have critical thought. The open web is going to be done away with. Also, people might be less inclined to put good stuff on the internet for the fear of it being hoovered by a chatbot and regurgitated to other people.**

## Vocabulary – answer key

Match the halves to make useful collocations.

to follow	suit
to steal	Google's crown
to separate	hype, fearmongering and informed concerns
to develop	feelings for a machine
to gain	in popularity

to interact	with machines
to trigger	a positive emotional response
to benefit	from the companionship AI can offer
to do	something without consent
to allow	falsehood and misinformation to spread

to come	under fire for putting forward racist and bigoted opinions
to do away	with the open web
to parrot	existing books without any citation
to lead	to dystopia
to generate	misinformation easily