

The Executive's Guide
to Conscious AI Agents:

From Vision to Reality in 90 Days

GEEKS



**In our previous webinars we explained
how to adopt and uncover AI
possibilities**

Today is about conscious AI agents.

(In case you missed it)



GEEKS

How to uncover
AI opportunities
in your business



Lindsay Jessup
CEO | GEEKS



(In case you missed it)



geeks

AI Adoption, the practical way



Lauren King
Head of Product Design



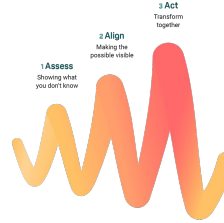
We've been breaking through barriers for almost two decades



Introduced
AI into the
PropTech sector
(before it was
even a thing)



Turned
Brexit into an
opportunity



Created
award-winning
innovations
(more about
this later)



Won some
(more)
big awards

...and here are just some of our breakthroughs
with AI

90% accuracy in processing saves 92 days per year

Case Study:

- 20,000 customs declarations per month
- Out of which 3,300 are emailed to CP and have to be processed manually




**AWS
Comprehend**
(trained)

AWS Textract

Open AI GPT

Data Point:

- 
- EE finds the 3,300 emails from the 50,000 emails in inbox
 - EE extracts the relevant information from the emails, PDFs and Word Docs
 - EE translates the information to English if needed
 - EE sends the information to the Customs Declaration software



Robbie Robot · 1st

Mailbox Co-Ordinator at Search Acumen

Maidstone, England, United Kingdom · [Contact info](#)

79 followers · 70 connections



Matt Mehrjardi, Somayeh Aghnia FBCS, and 11 other mutual connections

[Message](#)

[More](#)

Highlights



Your Guide to Planning & Building Regulatory

Robbie is attending this event

About

I have infinite capacity and will absorb as much as I can. I have processed thousands of emails in the support mailbox but this is only the tip of the iceberg. I am so efficient that I save my team heaps of time.

...

Expand Team Capabilities to Reduce Friction in CX

Case Study:

Search Acumen, a rapidly growing Prop-Tech Leader, had a customer support inbox with thousands of emails per week. Different contexts and attachments. Resulting in significant team involvement from all teams.

Impact:

By implementing a custom machine learning model, we have created Robbie, the Mailbox Co-ordinator at Search Acumen. He is part of their team, has his own LinkedIn and performance reviews (which determines his budgets and investment) and has transformed the CX for their clients and EX of their entire business and culture.

Data Point:

95%+ of emails are now fully processed by Robbie. That is over 800 emails per day and growing as they scale. 5% require review and a process is in place to flag for model training for Robbie's 'upskilling' (Eg. model training).



CX powered business model innovation in weeks, not months or years.

Case Study:

Helps over 1 Million users world wide learn the words that matter – to them.
Challenges:
English has over 200,000 words.
How to highly contextualise & personalise.
How to practice to through an intelligent chat.

Impact:

Within a matter of weeks with the improvements in the LLMs WordUp created online tutors. Offering a much more engaging, safeguarded and dynamic experience to enhance English vocabulary practice. It is integrated with WordUps proprietary word up to hyperpersonalise to the needs of the customer.

Data Point:

Since enhancing WordUps subscription model with this AI-powered tutor learning experience they have seen a 38% increase in Revenue from new and retained customers.



Agenda

01 **AI Agents**

02 **Intelligence**

03 **Consciousness**



Not in Agenda

01 AI safety

02 Data privacy

03 AI is going to replace humans

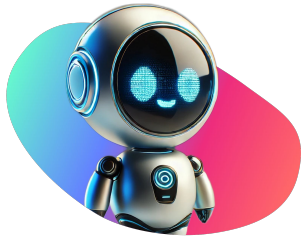
From Chat Bots to Operators

Chat Bots

Assistants

Agents

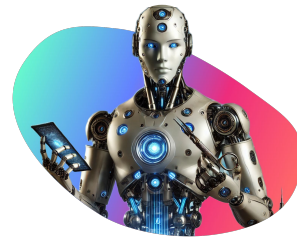
Operators



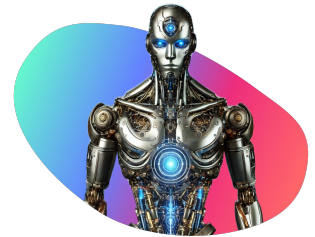
**Passive but
helpful**



**More
knowledgeable**



**More
capable**



**More specialised
and advanced**

Chat Bots



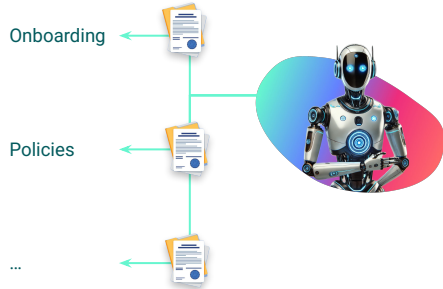
How can I help you?

How do you think the UK economy will do in 2025?



Depends—do black holes offer cashback?

Assistants



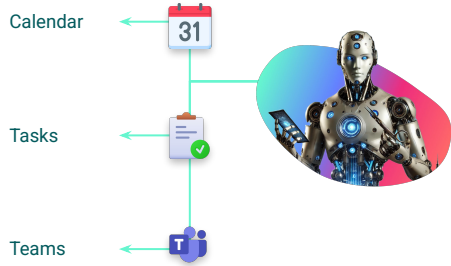
How can I help you?

What is our process for raising credit notes?



1. Identify the Need for a Credit Note
2. Retrieve the Original Invoice
3. Obtain Authorisation
4.

Agents



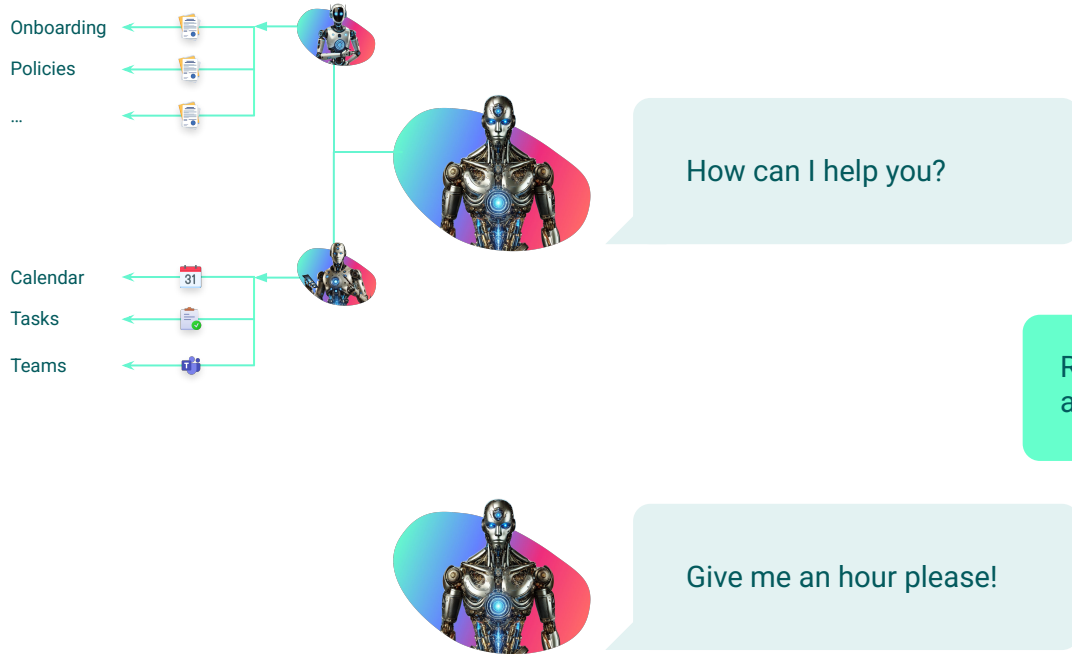
How can I help you?

Plan my day please. I need some quick wins...

I have found a few small tasks that you can do to start your day with.

It seems you have a couple of internal meetings with Jack. Would you like me to see if I can reschedule so you can work on them?

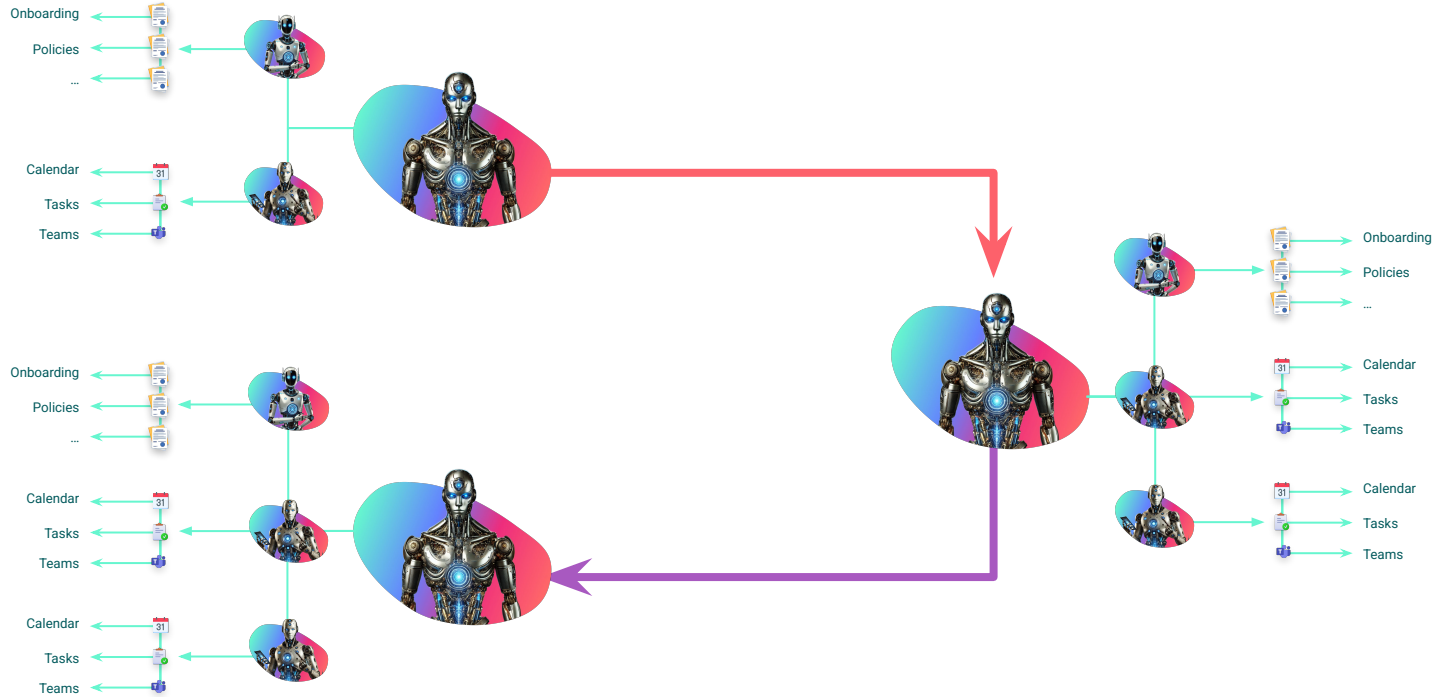
Operators

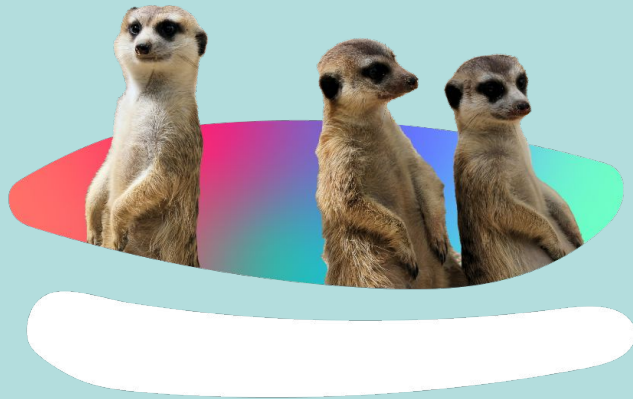


Review our performance for Q1
and create a proposal for Q2



Operators





Which one is integrated into your business?

- A. Chat bots
- B. Assistants
- C. Agents
- D. Operators
- E. Haven't adopted AI yet

It's important to ask

Intelligence[★]

Intelligence will be more readily available, accessible and will evolve faster



Explicit

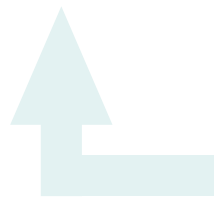
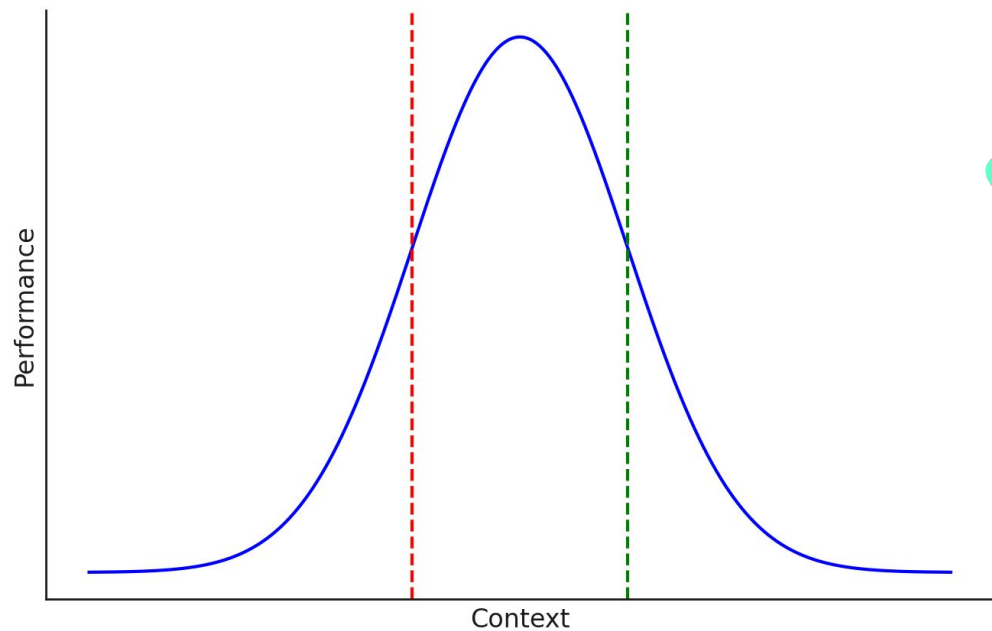
VS



Implicit

Context

Informative but not restrictive





What is the longest cell in your body?

The background is a solid teal color. On the left side, there is a large, abstract, wavy shape with a color gradient from red at the top to blue at the bottom. The word "Consciousness!" is centered in the teal area.

Consciousness!

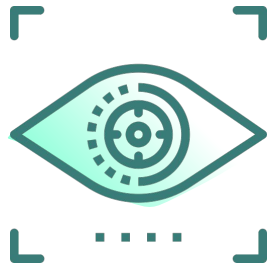
Consciousness

What does it mean?

Awareness



Self-Identity



Experience



Cognition



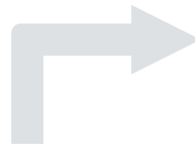
Consciousness

Contextually aware and awake

01100 01100 01100 01100 01100 01100
10110 10110 10110 10110 10110 10110
11110 11110 11110 11110 11110 11110
01100 01100 01100 01100 01100 01100
10110 10110 10110 10110 10110 10110
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In Context



Not In Context



01100 01100 01100 01100 01100
10110 10110 10110 10110 10110
11110 11110 11110 11110 11110

Consciousness

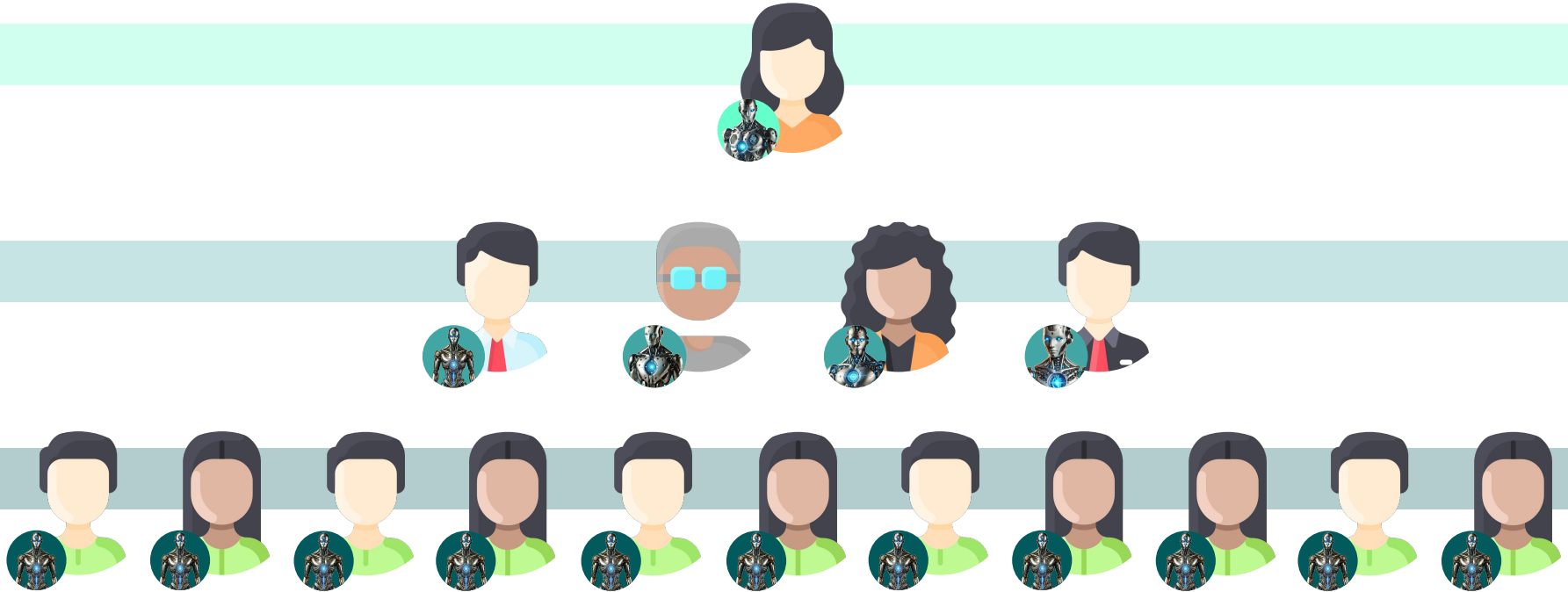
Conscious Organisations



- **Dataflow**
 - Captured
 - Missed
- **Analysis**
 - Expertise
 - Resources
- **Insights**
 - Context*

Consciousness

Conscious Organisations

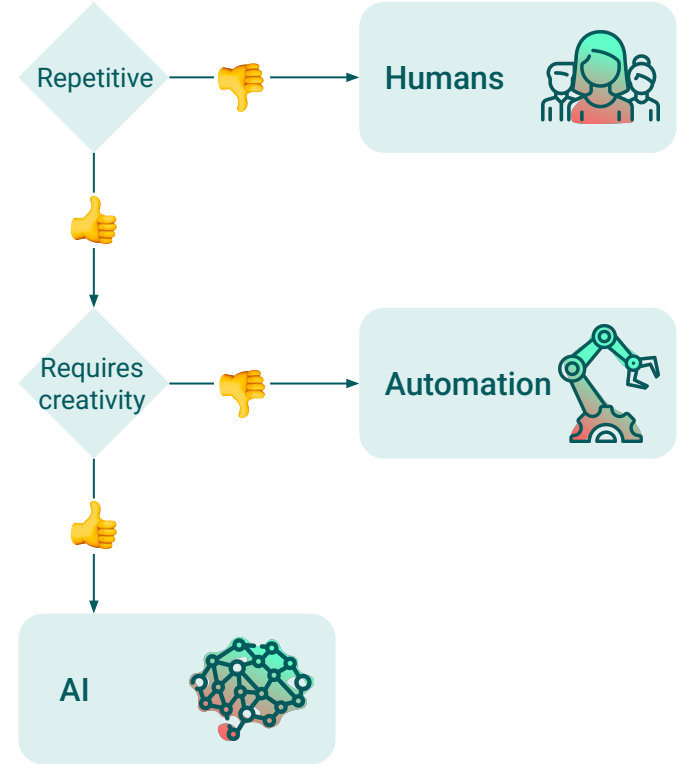




The 90 day challenge!

1. AI isn't always the solution -

Identifying the right opportunities



Visit Geeks website for
Digital Diagnostics with DiGence®:

<https://digital.geeks.ltd.uk/discovering-ai-opportunities>



Uncover high-impact AI opportunities in your business

Scouting the most impactful AI opportunities in your business for growth, increased efficiencies and smooth customer experience.

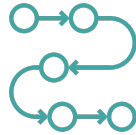
[Read full story ►](#)

2. Defining the scope



Task

Or



Process

Or



Role

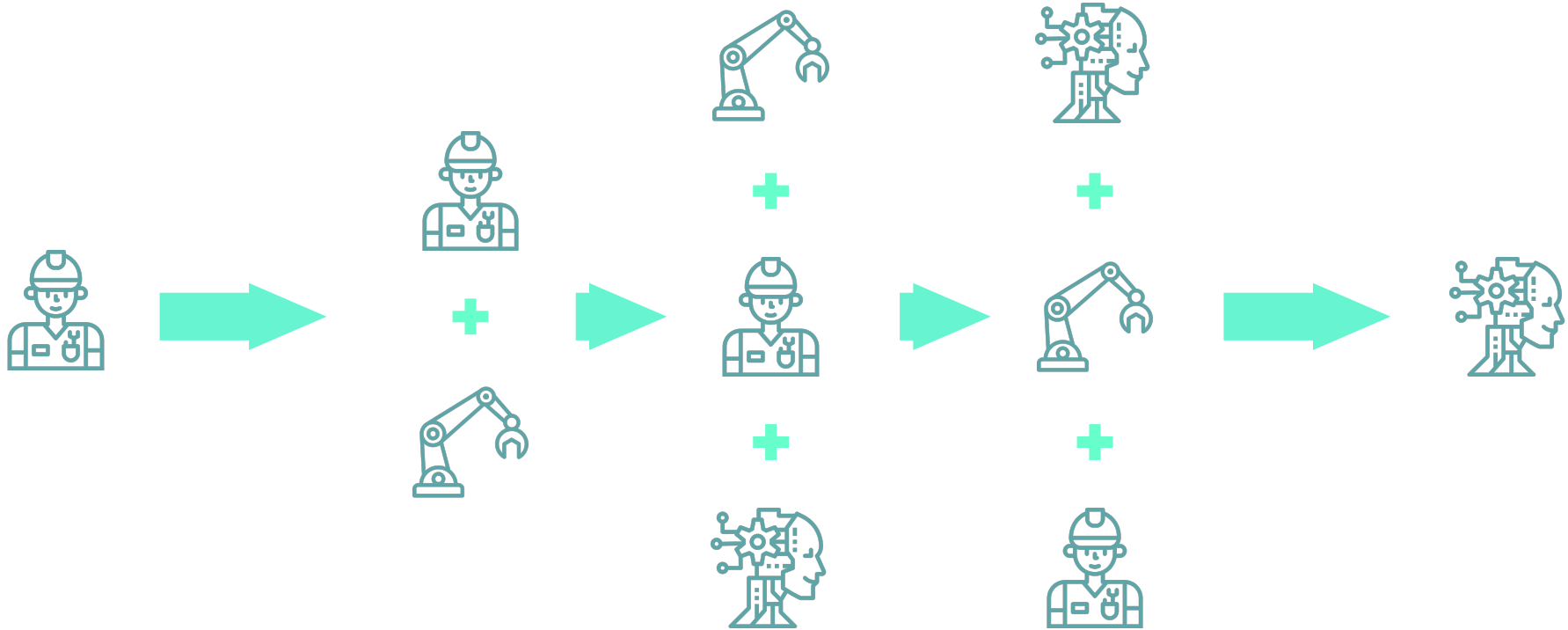
Or



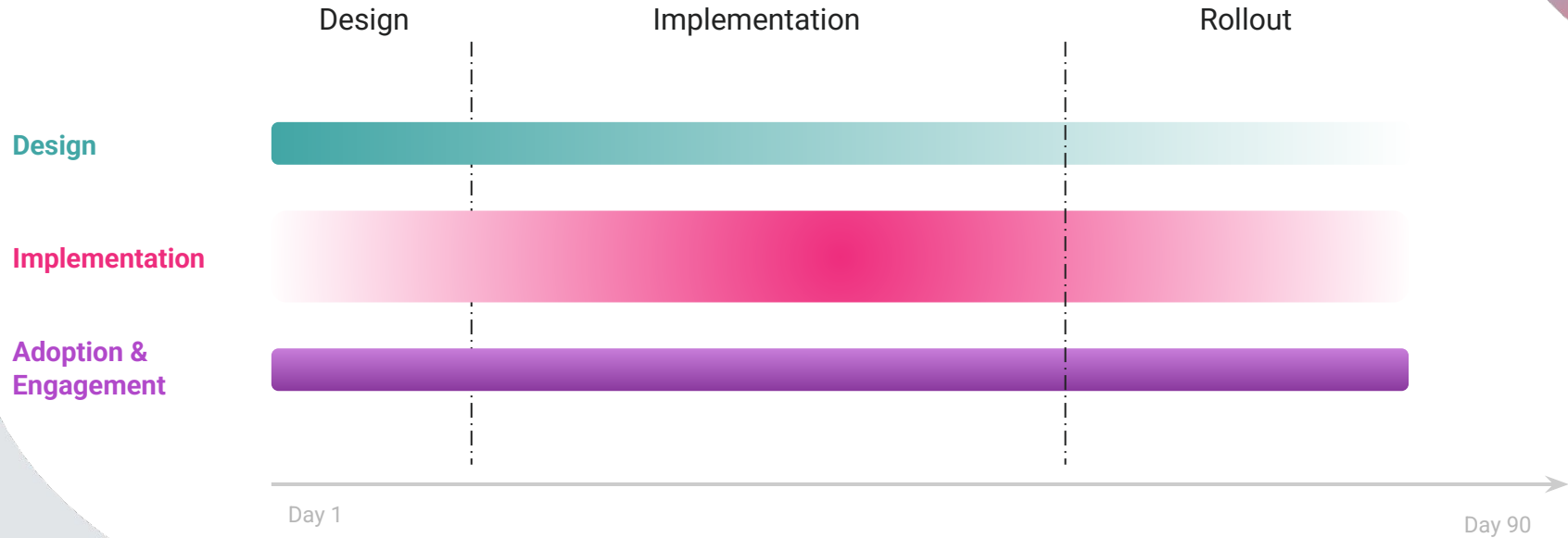
Department

3. Defining the state of the scope ★

Where you are vs Where you can be



Overview





Recap

- Chat bots -> Operators
- Intelligence (implicit vs explicit)
- Context
- Consciousness
- Conscious organisations
- 90 days!

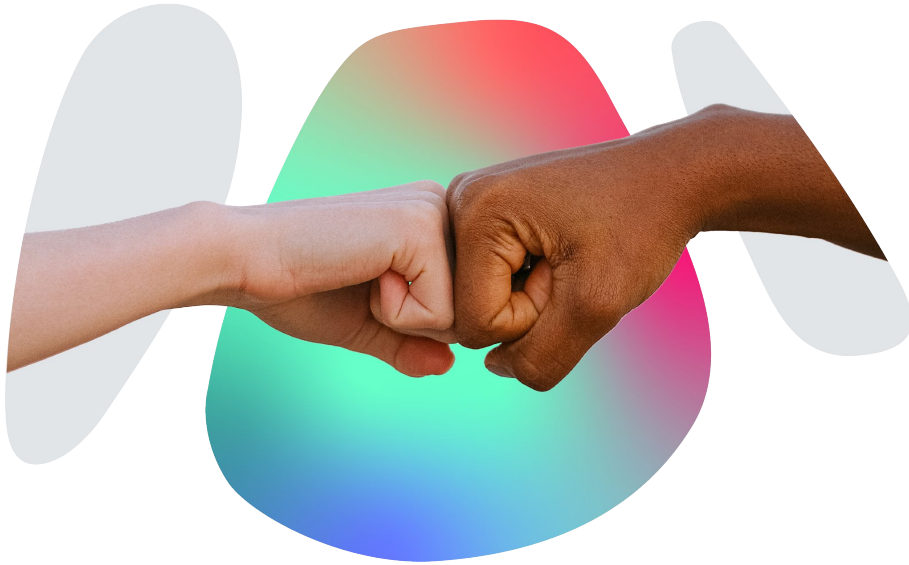


What is the biggest challenge in adopting AI agents for your business?

- A. Lack of understanding of AI agents and their capabilities
- B. Culture - Resistance from employees or customers
- C. Data privacy and security concerns
- D. Integration with existing systems
- E. Uncertainty about ROI

It's important to ask

AI Opportunity Discovery: The Geeks Way



Designed to unlock innovative solutions through the power of AI and other cutting-edge technologies.
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THE ▶ INNOVATION ROOM

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Break through for change

