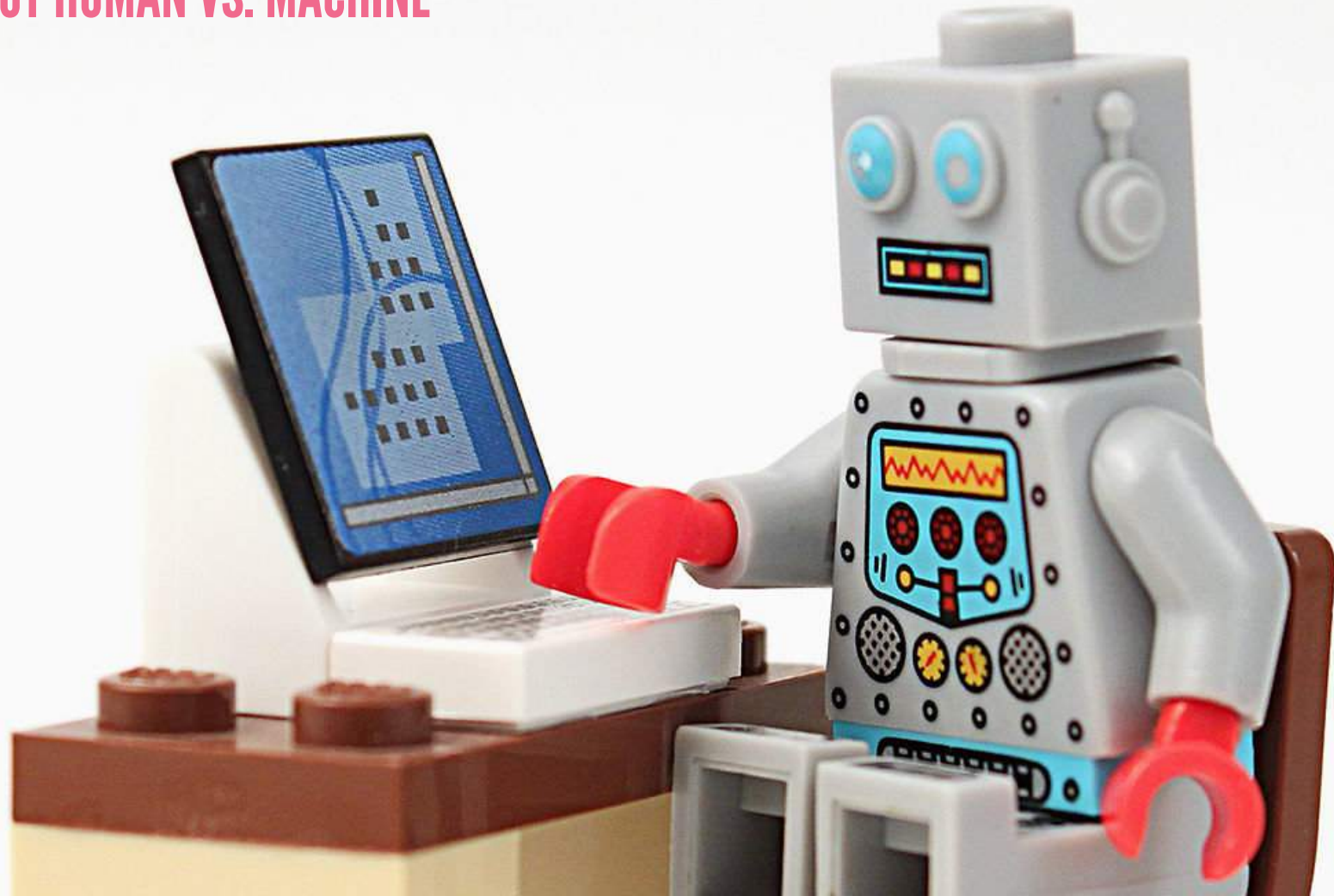
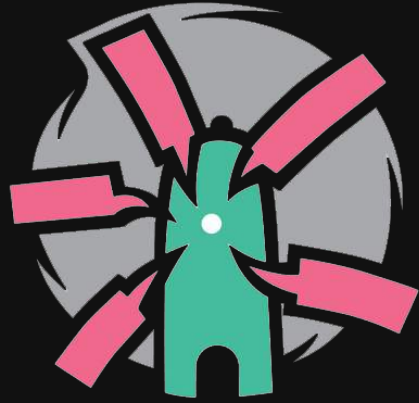


HUMAN + MACHINE

NOT HUMAN VS. MACHINE





Chattermill

Mikhail Dubov

Founder and CEO

@mdubov



amazon

The Amazon logo is displayed on a glass facade at night. The word "amazon" is written in a white, lowercase, sans-serif font. Below the text is the iconic orange smile arrow, which starts under the 'a' and ends under the 'z', curving upwards at the tip.



- **DATA DRIVEN**

- **CUSTOMER OBSESSED**

A top-down view of a wooden cutting board with hands chopping a tomato. The board is surrounded by various fresh vegetables and spices, including sliced zucchini, cherry tomatoes, a whole cucumber, a corn cob, a red bell pepper, ginger, and several small jars of spices. The background is a dark, textured surface.

**CHATTERMILL'S RECIPE FOR
TURNING QUALITATIVE DATA
INTO QUANTITATIVE INSIGHT.**

10

I came across a problem with returning some items and the refund not adding up but Anna kindly helped out. She was very helpful in sorting the problem out.



Products | Returns / Refund

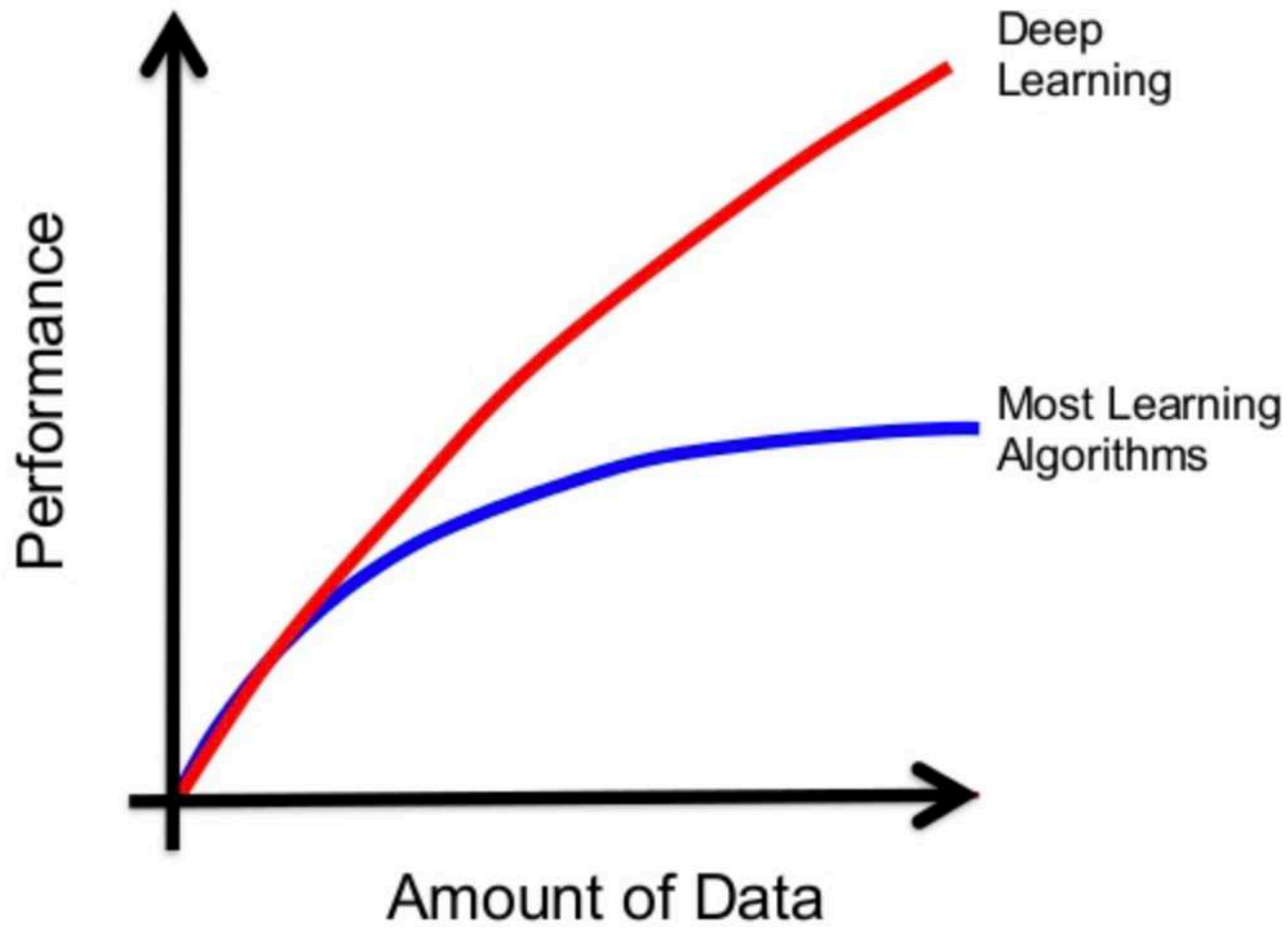
Customer Care | Helpfulness

Customer Care | Problem resolution

14 days ago



Ingredient # 1: Deep Learning





Deep Learning

- Human-like accuracy
- Very data hungry

Ingredient # 2: Active Learning

A woman with long hair, wearing a white polka-dot shirt and a red necklace, is leaning over a table. She is pointing her right index finger towards a small yellow plastic object on the table. To her left is a humanoid robot with a white and black body, a yellow head, and a black visor. The robot has 'iit' written on its chest. The background is a whiteboard with some faint writing. The scene is dimly lit, suggesting an indoor laboratory or classroom environment.

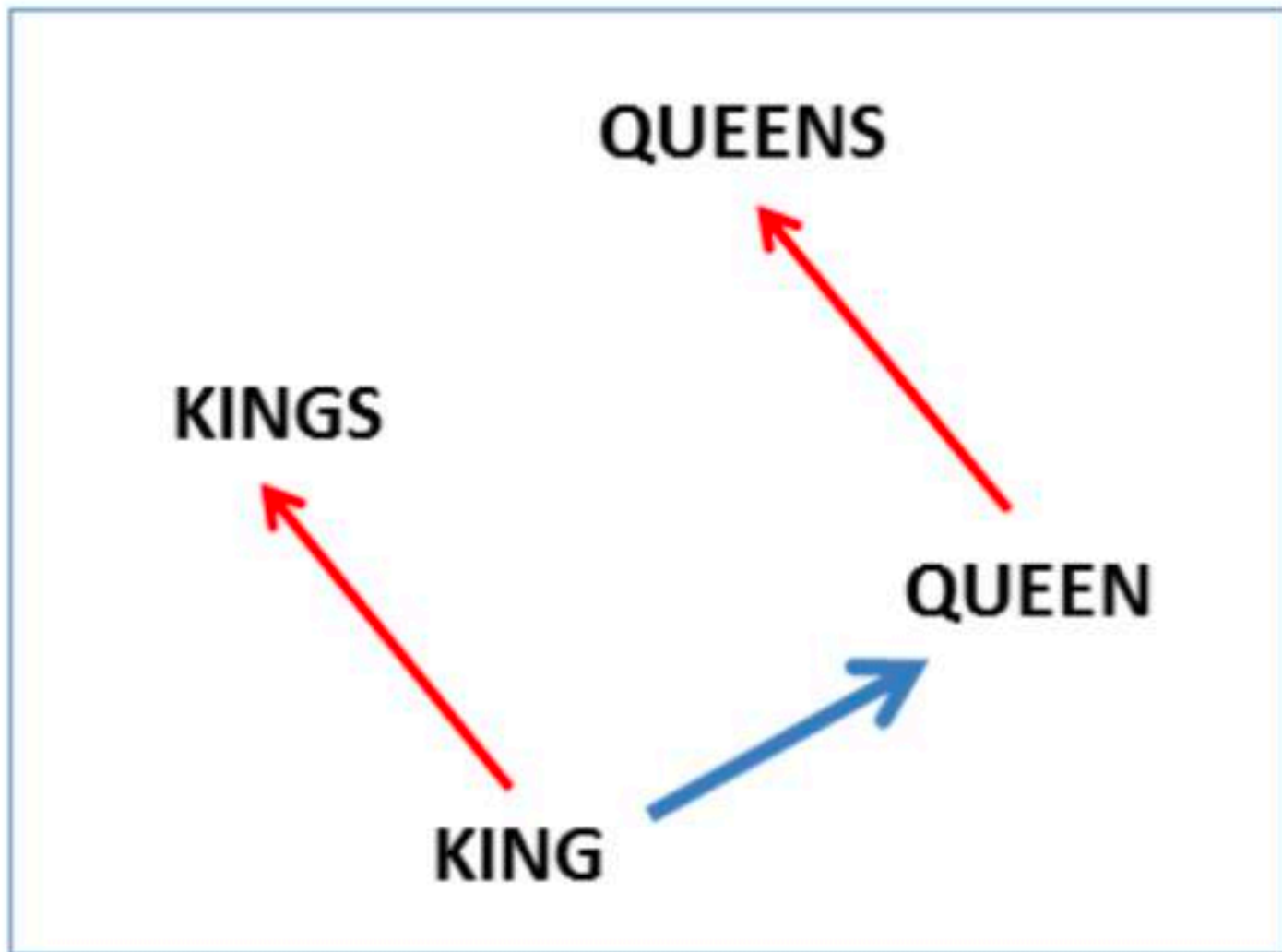
A woman with long hair, wearing a white polka-dot shirt, is leaning over a table and pointing her right index finger towards a small yellow object. The object is a yellow plastic piece, possibly a LEGO Technic pin. To the left of the woman is a humanoid robot with a white and black body, a yellow head, and large eyes. The robot is looking towards the woman. In the background, there is a whiteboard with some faint writing. The scene is dimly lit, suggesting an indoor laboratory or classroom environment.

Active Learning

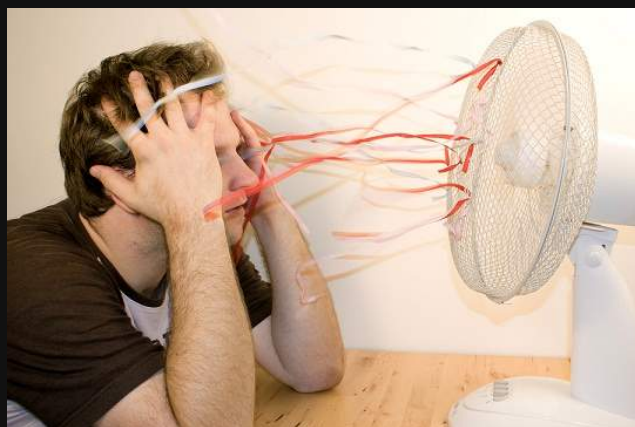
- Unrivalled speed to insight
- Uncompromised accuracy



Ingredient # 3: Transfer Learning



"hot"





Transfer Learning

- Reduces data requirements
- Doesn't compromise quality

Parting Thoughts

- Machines don't just replace humans
- They also open up new opportunities to utilise human intelligence at scale

Q & A

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