

ATTENDEE SPOTLIGHT

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CVS Health

**ENTERPRISE
GENERATIVE AI**
SUMMIT WEST COAST

What are your thoughts on Gen AI adoption & integration challenges

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I believe AI is a great assistant at this point but not a great decision maker. In order for automation to continue, we need to be able to use the outputs from it completely. But right now, humans in the loop is a critical step for any adoption. The main challenge lies there - evaluating the responses and having more reference free evaluations that are trustable. The focus right now is to decrease human intervention in the mundane steps as much as possible. Another very critical aspect is ensuring there is no bias in AI responses. This is tricky because it learns from human generated data and humans have biases! We need to integrate it in a responsible and ethical way.

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