



Do the benefits of emerging technologies truly outweigh the associated long-term social, human and environmental risks?

## Panelists

Fix DOSOGNE

Project manager – Digital innovation

NRC

Belkis WILLE

Senior researcher, Crisis and Conflict division

HRW

# Does tech + outweigh Risks ?





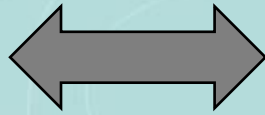
# Solution Design – The Bot



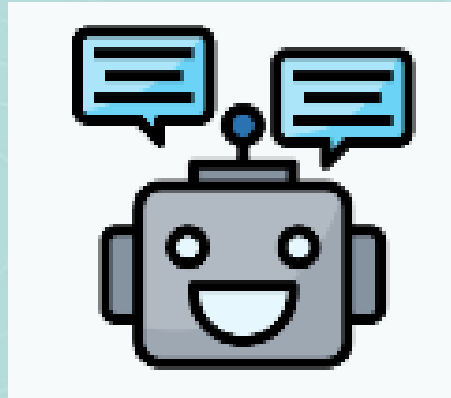
# Solution design – Services



Text



Voice



- Info (FAQ)
- Service Request (Form)
- Consult File
  
- Surveys
- Push Campaigns
- Status update

# Solution design – Services



# User Acceptance -1 year (before Machine Learning)

- 72% reported improved access
- 81% prefers the Bot vs others
- 64% recommends to family
- 40,000 users impacted (50% reach)





# Risk & Mitigations

- Digital Gap
- Loss of interaction
- Data Privacy
- Tool becoming the solution



Thank you !



Questions &  
comments...



Thank you!