

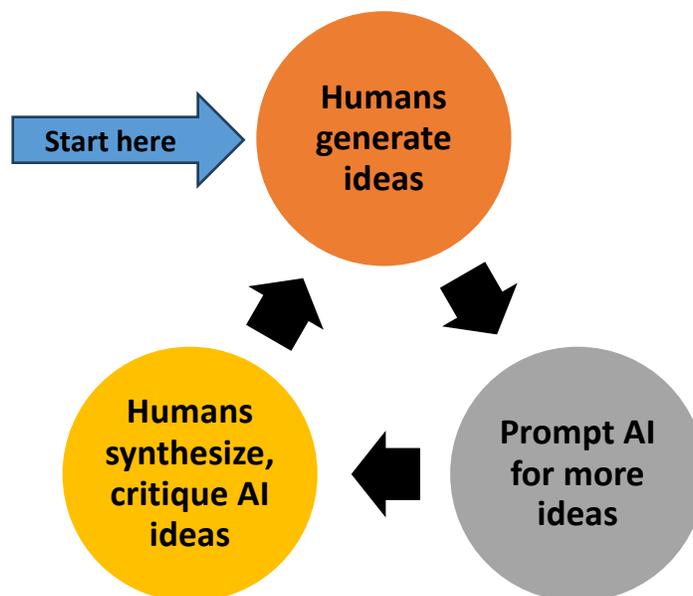
“A Modest Futurist Manifesto for Reimagining Communication Centers in a Critical AI Landscape”

Figures & Tables

Prepared by Roy Schwartzman

Figure 1.

Humans-First Dynamic Feedback Cycle of AI Interactivity



The recursive procedure of Humans-First, beginning with humans generating content and then prompting AI for input, followed by ongoing back-and-forth interactions between humans and AI.

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Table 1.

Research Design for Comparative Controlled Studies of AI in Communication Centers

Independent Variables	Communication center usage with AI	Communication center usage without AI	No communication center usage (control)
Conditions	Specific amount of communication center activity (time on task or number of interactions), consistent for all participants		Null
	Same communication task/assignment		
	Pre-/Post-test of targeted competencies before/after communication center consultations		Pre-/Post-test of targeted competencies before/after conducting study
