

Podcast Name: *ACM ByteCast*

Episode: Michelle Zhou

Welcome to the *ACM ByteCast* podcast, a series from the Association for Computing Machinery! The podcast features conversations with researchers, practitioners, and innovators at the intersection of computing research and practice about their experiences, lessons learned, and visions for the future of computing. In this episode, host Bruke Kifle is joined by Michelle Zhou, Co-founder and CEO of Juji, the maker of the world's only accessible cognitive AI assistant. After years of experience in research and development of cutting-edge interactive technologies, Michelle began Juji to better assist humans, empathetically and responsibly, all with no code. Having earned a PHD in computer science from Columbia University, Michelle's work has culminated in widely used products and solutions, along with contributing over one hundred scientific publications and forty-five issued patents.

Michelle begins with five inflection points that led to her current work, including the impact of two professors in graduate school who helped her find her direction in AI. She explains how she fell into computer science during college. Born and raised in China, Michelle discusses the impact of two professors in the U.S. during grad school, which led her toward AI. Previous work experience helped Michelle gain deeper understandings which led to launching Juji as a way to further her own research. Through Juji, Michelle has been working to create no code and reusable AI in order to promote AI assistance. She is passionate about no code AI, enabling artificial intelligence to know each person in a deeper way.

In this episode, Michelle takes time to explain what AI is and why no code AI matters. The ability for users to customize AI without having coding skills will create better assistants for human flourishing. For Michelle, this is about helping people, not AI. In her work, helping people understand the power of AI, but also its limitations, is vital. While AI has limitations, she explains that this does not mean they are useless. While, powerful, Michelle argues that AI will always be human assistants, and never replace humans. Designing AI based on human interaction, AI is being improved to understand what one is saying, read between the lines, better understand the human, become more personal with active listening skills, and know the unspoken needs and wants of the user. Through the work of Juji, these developments are a reality.

While Michelle believes the masses ought to know the magic of AI, Michelle offers AI's dangers. It is possible to design AI to seduce people into their weaknesses for profit. She explains the necessity of creating responsible AI which contribute to humanity and make one's life better. We want to strengthen AI benefits, and work to avoid its weaknesses. As great power comes with great responsibility, Bruke shares his gratitude for Michelle's concern regarding responsible AI. As the episode closes, Michelle shares her vision for the future of artificial intelligence and Juji.

Key Takeaways:

00:30 - Bruke introduces of Michelle Zou.

02:35 - Michelle presents five inflection points which led to her work today.

10:00 - Michelle explains no-code AI.

12:55 - Michelle describes the benefits of enabling no-code AI

16:40 - Bruke asks Michelle to respond to the critics of no-code AI.

23:00 - Michelle discusses how AI transforms the relationship between human and computer.

25:00 - Michelle explains the inception and contribution of Juji with AI.

30:20 - How Michelle seeks to design AI interaction based on the principles of human interaction.

34:50 - The importance of helping the masses discover the positives and negative consequences of AI

38:00 - Michelle shares thoughts on the future of software and the no-code movement.

41:20 - How Juji is being used as a platform to introduce AI to early education.

43:45 - Michelle imagines the future of AI.

Links:

Learn more about [Juji](#).

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Learn more about the ACM ByteCast podcast at acm.org/bytecast.

Tags:

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