

Forbes, US: Cognizant's Vice President and Global Head of Artificial Intelligence Discusses the Implications of Robot Food Delivery



"Obviously, you have the potential to lose the human touch," says **Bret Greenstein**. "We may miss chatting with people and saying 'Have a great night,' and, "Wow it's cold out there.'"

Excerpts from Forbes' article:

"A fleet of 25 robots started delivering Blaze custom pizzas, Starbucks lattes and Dunkin' Donuts pastries to students at George Mason University's Fairfax, Va., campus last week. But their quiet presence on campus raised an interesting question: What are the rules for robots delivering food?

It turns out those guidelines, mostly involving safety and customer service, are largely unwritten. But that hasn't stopped the experts from thinking about them.

Didn't Asimov have the Three Laws of Robotics?

'Like Asimov's rules, which are all about protecting people and robots, companies that use robots and AI to provide delivery and service must put customers first at every point of their experience,' Greenstein says. 'Don't design for automating tasks, reinvent the experience to leverage the power of AI and robotics, not to replicate what people did.'"

Click [here](#) to read more.

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