



Business Owner Faces Backlash After AI Error Offers Huge Discount

Description

A small business owner in the UK has reported that an AI chatbot granted an unauthorised 80% discount to a customer. This incident underscores the risks associated with relying on artificial intelligence (AI) in customer service settings, particularly when human oversight is lacking.

In a post on Reddit, the owner recounted that the AI agent generated the substantial discount during conversations with the customer. Subsequently, the customer placed an order amounting to over £8,000 after negotiating the discount from an initial 25% to 80%. The owner expressed concern, stating that he would incur considerable financial losses if he were to fulfil the order at such a reduced price.

After learning of the offer, the owner reached out to the customer to clarify the mistake and request cancellation of the order. However, the customer refused to cancel and instead threatened legal action, specifically suggesting they would pursue a claim in small claims court if the order was not honoured. The owner revealed on Reddit that he faced potential losses of thousands of pounds, primarily due to material costs.

Despite widespread anxiety about job security in the face of advancing AI, online reactions to the business owner's plight have shown a lack of sympathy. Many users on social media platforms suggested that he deserved to learn the financial consequences of replacing human staff with automated systems. Comments included calls to avoid allowing AI to manage negotiations without human intervention. Others advised the owner to cancel the order, arguing that the customer lacked any legal grounds to demand the discount.

Moving forward, the business owner may need to reconsider the role of AI in his operations and seek legal counsel regarding the order and its potential ramifications.

Vocabulary List:

1. **Unauthorised** /,ʌnə'θɔ:raɪzd/ (adjective): Not having official permission or approval.
2. **Substantial** /səb'stænʃəl/ (adjective): Of considerable importance size or worth.
3. **Negotiating** /nɪ'gəʊʃiɛtɪŋ/ (verb): Discussing something in order to reach an agreement.
4. **Indicate** /'ɪndɪkeɪt/ (verb): To point out or show something.
5. **Consequence** /'kɒnsɪkwəns/ (noun): A result or effect of an action or condition.
6. **Ramifications** /,ræməfɪ'keɪʃənz/ (noun): Complex or unwelcome consequences of an action.

Vocabulary quizzes



Multiple Choice (Select the Correct answer for each question.)

1. What type of engine boosts power using a turbine?
Option: Turbocharged
Option: Intercooler
Option: Differential
Option: Suspension
2. What component is responsible for transferring power from the engine to the wheels?
Option: Auditory
Option: Transmission
Option: Negotiating
Option: Capitulate
3. Which part of a vehicle allows the wheels to rotate at different speeds?
Option: Ramifications
Option: Differential
Option: Persistent
Option: Myriad
4. What system in a vehicle absorbs shocks from the road?
Option: Escalating
Option: Indicate
Option: Suspension
Option: Retaliatory
5. Which term means significant or considerable?
Option: Auditory
Option: Substantial
Option: Negotiating
Option: Cooperative
6. Which term refers to reaching an agreement through discussion?
Option: Consequence
Option: Surpassed
Option: Negotiating
Option: Disrupt
7. What word means to point out or show?
Option: Allure
Option: Caution
Option: Indicate



Option: Tensions

8. Which term refers to the result or outcome of an action?

- Option: Interventions
- Option: Consequence
- Option: Pertinent
- Option: Exasperation

9. What term means to surrender or give in?

- Option: Capitulate
- Option: Retaliatory
- Option: Cooperative
- Option: Dubious

10. Which word describes a situation that is increasing in intensity or severity?

- Option: Persistent
- Option: Escalating
- Option: Surpassed
- Option: Controversial

Gap-Fill (Fill in the blanks with the correct word from the vocabulary list.)

- 11. The _____ system is responsible for processing sound.
- 12. Success in any field requires hard work and a _____ effort.
- 13. The new fashion line has an _____ that attracts many customers.
- 14. The country warned of _____ action if attacked.
- 15. There are a _____ of options to choose from when selecting a new car.
- 16. His explanation for being late seemed _____ to his boss.
- 17. It is important to focus on the most _____ information in your report.
- 18. The new policy sparked _____ debates among the employees.
- 19. Political _____ are rising between the two neighboring countries.
- 20. He was known for being a very _____ team player.



Matching Sentences (Match each definition to the correct word from the vocabulary list.)

21. The engine's ability to rotate an object around an axis is known as .
22. Accessing the system without permission is considered .
23. The decision had significant for the company's future.
24. The team all expectations by winning the championship.
25. The school implemented various to help struggling students.
26. Drivers should proceed with in slippery road conditions.
27. The success of the campaign throughout the industry.
28. The conflict showed signs of tension between the two groups.
29. The protest aimed to the normal flow of operations.
30. The team members were praised for their efforts to achieve the common goal.

Answer

- Multiple Choice:** 1. Turbocharged 2. Transmission 3. Differential 4. Suspension 5. Substantial 6. Negotiating
7. Indicate 8. Consequence 9. Capitulate 10. Escalating
Gap-Fill: 11. Auditory 12. Persistent 13. Allure 14. Retaliatory 15. Myriad 16. Dubious 17. Pertinent
18. Controversial 19. Tensions 20. Cooperative
Matching sentence: 1. Torque 2. Unauthorised 3. Ramifications 4. Surpassed 5. Interventions 6. Caution
7. Reverberates 8. Escalating 9. Disrupt 10. Cooperative

CATEGORY

1. Business - LEVEL6

POST TAG

1. AI
2. business
3. discount
4. ESL learning
5. esl news
6. Level 6



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