

# Salesforce announces results of testing its AI text summation software

May 12 2017, by Bob Yirka

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Internet of Things ( IoT ) security breaches have been dominating the headlines lately . WikiLeaks's trove of CIA documents revealed that internet-connected televisions can be used to secretly record conversations . Trump's advisor Kellyanne Conway believes that microwave ovens can spy on you - maybe she was referring to microwave cameras which indeed can be used for surveillance . And don't delude yourself that you are immune to IoT attacks , with 96 % of security professionals responding to a new survey expecting an increase in IoT breaches this year . Even if you personally don't suffer the consequences of the sub-par security of the IoT , your connected gadgets may well be unwittingly cooperating with criminals . Last October , Internet service provider Dyn came under an attack that disrupted access to popular websites . The cybercriminals who initiated the attack managed to commandeer a large number of internet-connected devices ( mostly DVRs and cameras ) to serve as their helpers . As a result , cybersecurity expert Bruce Schneier has called for government regulation of the IoT , concluding that both IoT manufacturers and their customers don't care about the security of the 8.4 billion internet-connected devices in current use . Whether because of government regulation or good old-fashioned self-interest , we can expect increased investment in IoT security technologies . In its recently-released TechRadar report for security and risk professionals , Forrester Research discusses the outlook for the 13 most relevant and important IoT security technologies , warning that " there is no single , magic security bullet that can easily fix all IoT security issues . " Based on Forrester's analysis , here's my list of the 6 hottest technologies for IoT security : IoT network security : Protecting and securing the network connecting IoT devices to back-end systems on the internet . IoT network security is a bit more challenging than traditional network security because there is a wider range of communication protocols , standards , and device capabilities , all of which pose significant issues and increased complexity . Key capabilities include traditional endpoint security features such as antivirus and antimalware as well as other features such as firewalls and intrusion prevention and detection systems . Sample vendors : Bayshore Networks , Cisco , Darktrace , and Senrio . IoT authentication : Providing the ability for users to authenticate an IoT device . including managing multiple users of a single device ( such as a connected car ) . ranging from simple static passwords to more robust authentication mechanisms such as two-factor

Credit: Salesforce

(Tech Xplore)—Customer relationship management company Salesforce has announced the testing results for a new AI software product it is developing that is capable of summarizing text and offering the results to users. The announcement came courtesy of the company website, where the group claims its software outperformed competing systems.

Imagine if you were rich enough to hire a group of people who did nothing but read your Facebook, Twitter and other social media accounts and who also read all the [email messages](#) you get from friends, family, and perhaps most importantly, colleagues. Further imagine that all those

readers condensed what they had read to just a few sentences and then presented the results to you so that you would not have to do all that browsing and reading yourself. Some people have such a service—the President of the United States, for example, though others cannot afford such a luxury. But what if you had access to a [software solution](#) that did the same thing? That is what Salesforce and its competitors are trying to achieve—the development of AI software that is capable of learning to extract the meaning from text and condense it for you. They report that in a recent test, their new system scored three points higher on the ROUGE test than their nearest competitor. While this may not sound like much, other experts in the field have suggested it marks another step forward in the achievement of the final goal.

The Salesforce site claims that studies have shown that on average, people spend 12 hours a day sifting through media, which means that an AI solution could save people an enormous amount of time—better yet, it could make people more productive. Imagine if a lawyer could get the gist of multiple cases before going to trial in just a few minutes, or if a salesperson could learn everything they needed to know about a client just minutes before a meeting.

Unfortunately, such scenarios are still unrealized because despite improvements to such systems, computer software is still unable to deliver condensed text that even approaches the accuracy of human beings. And there is also the problem of getting people to use it once it is created—if software condenses your news, for example, and Salesforce controls the [software](#), is it possible that they could influence the news you receive in ways they view as favorable to them, or for their other clients?

**More information:** [www.salesforce.com/blog/2017/0...t-summarization.html](http://www.salesforce.com/blog/2017/0...t-summarization.html)

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