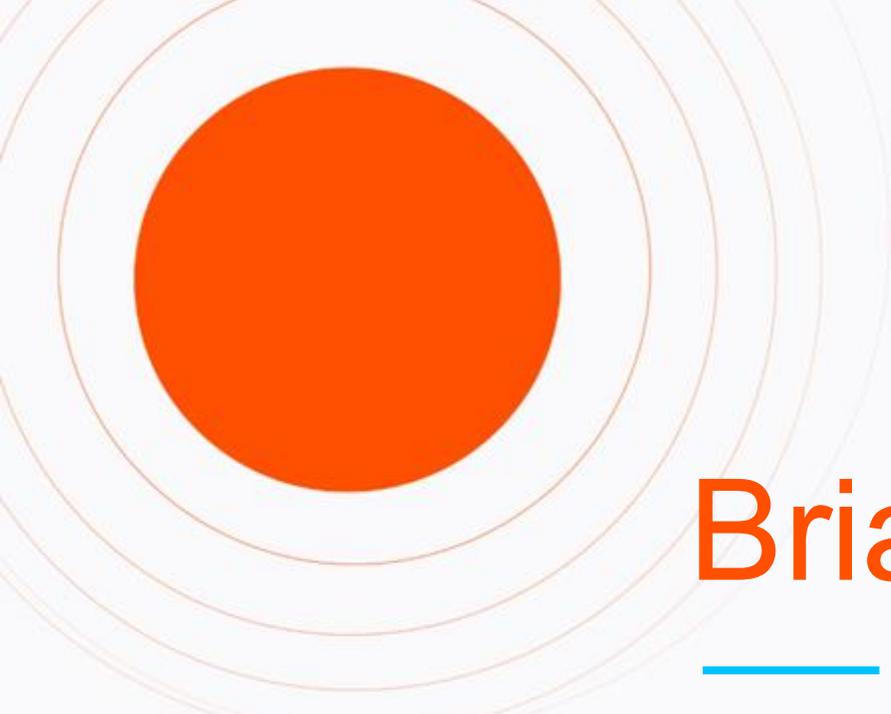# WNY AI Meetup

August 4, 2025
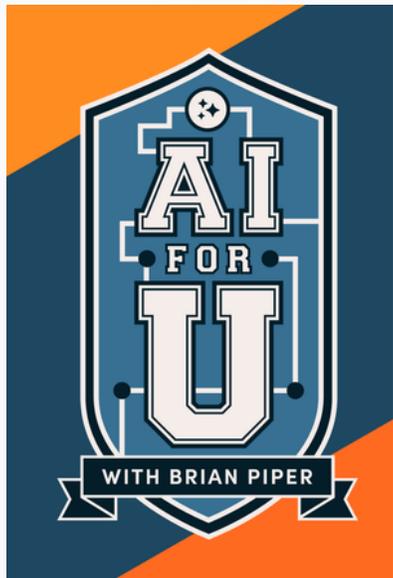
Brian Piper

AI Integration/
Content Marketing
Consultant

getmyslides.info

brianwpiper.com

AI Agents

"Autonomous systems that understand natural language, learn from experience, and perform tasks for users."

- Andrew Ng

Demis Hassabis is the CEO of Google DeepMind.Getty Images

"These systems will be able to plan, act, reason, and use tools."

- Demis Hassabis

"Everything human workers do now will eventually be done by AI systems."

- Dario Amodei

Levels of agency/autonomy

- Foundation models
- Custom GPTs
- Deep research
- Automations
- Chatbots
- Autonomous agents

Contract Intelligence (COiN) agent
Perform tasks that once consumed 360,000 lawyer-hours
Cut error rates by 80%
$1.5B in savings

Salon chain moving from 81 to 160 locations.
Deployed a Zendesk hybrid AI agent solution

66% automation rate
Saves $14,000 monthly in operational costs
Enabled 100% growth without additional reception staff

THE
WAIVER ACADEMY
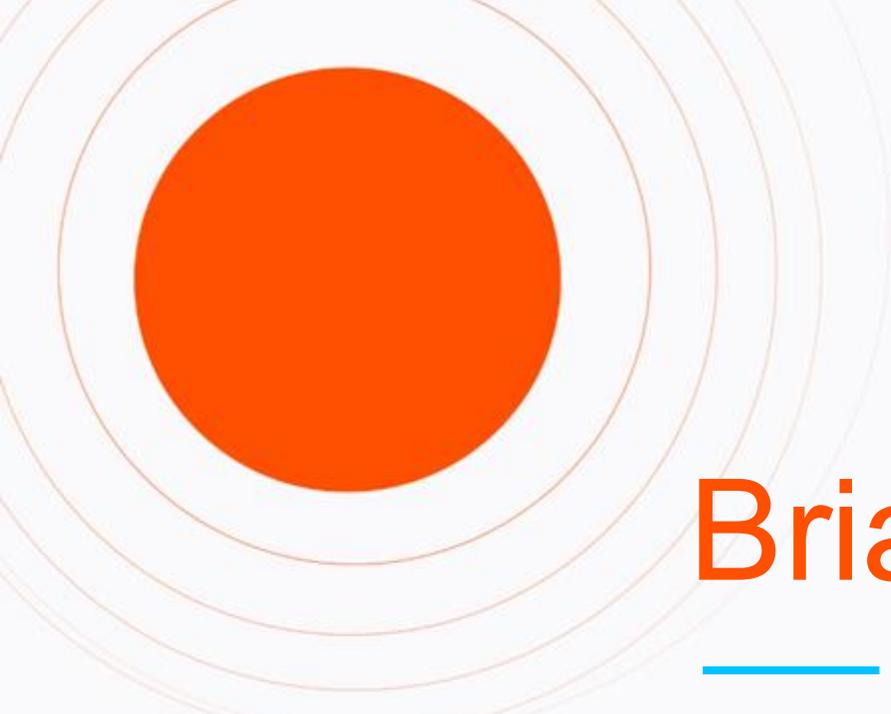*Empowering Excellence In Medicaid Waivers*

Waiverlyn – lead gen bot – captures leads, qualifies them, and books consultations.

Boosted consultations by 25%
Increased visitor engagement by 9x
Within 3 weeks, the bot had paid for itself

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