

Forum:[Hack Forums](#)

Thread: [I was just replaced by AI](#)

sticksdev - April 23, 2026, 6:33 pm

Hey folks.

Its been awhile. I've wanted to come back a shitpost with ya'll again.. but frankly I haven't had the time until... today. For context, I work customer support (T1-2) at a company that I will keep private (opsec, yknow) and recently, we've been playing with our support system's AI system again, Fin. Fin is a product by intercom that read your docs, your support agent replies, and website to make a reply to users.

We had it on previously but it was bad. Not good answers, so we disabled it. After we redid our docs... they wanted to try again. So, I enabled it, trained it over the course of a month and we had it handling chat replies. It was pretty good, around 85% accuracy. We went on, kept training it, got it to be better.. then I was in some cases, and then we turned it on for our main support channel (email). It's accuracy is now between 95% to 100% on most T1 to T2 cases.

I should've seen the writing on the wall. Shortly after it was enabled early last week, and a overall drop in ticket volume, I was no longer needed at the company, I was terminated today.

A lot to process, for sure, but I need to press on. I have a back surgery I now need to figure out how to pay for, but we'll see what we can figure out. With all of that said, I should hopefully be around here more, and if you nerds need anything, I am open to commissions, just PM me on site and we can work something out.

Thanks for reading.

DramaKing - April 23, 2026, 6:48 pm

I feel ya. ?

Cap - April 23, 2026, 8:28 pm

Super unfortunate that happened to you. How long have you worked for that company? Take care of yourself man.

Charlie Sheen - April 23, 2026, 8:58 pm

My friend was working for a government contractor at a military base. Sometime ago they came to him and said "AI can do most of your job now, take this pay cut or lose your job." Not a direct quote but somewhere along those lines. He has been in the industry for years and previously had multiple companies trying to recruit him. He went to them and tried his luck and they said "We are doing the same thing here". So he had to go back and take the pay cut.

Rahul007rhp - April 23, 2026, 9:43 pm

I see , its happening to my company as well starting from the support jobs & even reached the development part of product .

Koyote - April 24, 2026, 1:35 am

This is going to become more and more common, and we're going to train our replacements without even realising it at a speed that will astound us once it's done. BUT, I will say that there is going to

be a demonstrated push against AI and faceless tech, and there will be communities that will seek out companies that are 100% human and 0% AI, so if your skills are needed and have value, then I would think it might be smart to find similar people, build a new company or community that remains clean of AI and market to those who have that interest.

Or, just work with AI in a new capacity, I suppose there is that too.
It's going to be an interesting new world.

RangoWorld - April 24, 2026, 4:14 am

That's unfortunate. But as you said the writing was on the wall.

I also think you may need to reconsider your career path. Use this leap down as an opportunity to boost yourself to a higher level domain in terms of skill and environment.

sticksdev - April 24, 2026, 7:17 am

(Apr 23, 2026 08:28 PM)Cap Wrote: [\[CITE\]](#) Super unfortunate that happened to you. How long have you worked for that company? Take care of yourself man.

About 7 months. Will do though.

(Apr 24, 2026 01:35 AM)KingCoyote Wrote: [\[CITE\]](#) This is going to become more and more common, and we're going to train our replacements without even realising it at a speed that will astound us once it's done. BUT, I will say that there is going to be a demonstrated push against AI and faceless tech, and there will be communities that will seek out companies that are 100% human and 0% AI, so if your skills are needed and have value, then I would think it might be smart to find similar people, build a new company or community that remains clean of AI and market to those who have that interest.

Or, just work with AI in a new capacity, I suppose there is that too.
It's going to be an interesting new world.

I agree 100%. The nerd in me is somewhat curious of what's going to go down over these next few years... I guess we'll just have to sit back and relax.

(Apr 24, 2026 04:14 AM)RangoWorld Wrote: [\[CITE\]](#) That's unfortunate. But as you said the writing was on the wall.

I also think you may need to reconsider your career path. Use this leap down as an opportunity to boost yourself to a higher level domain in terms of skill and environment.

Agreed here as well, though this was a smaller startup type company, though they've been around for a while.

Edmond Dantes - April 24, 2026, 7:34 am

I hope the things go well for you and you can manage to get your surgery done smooth

sticksdev - April 24, 2026, 7:34 am

(Apr 24, 2026 07:34 AM)Edmond Dantes Wrote: [\[CITE\]](#) I hope the things go well for you and you can manage to get your surgery done smooth

Thank you. I replied you, welcome to the forum.

Edmond Dantes - April 24, 2026, 7:36 am

(Apr 24, 2026 07:34 AM)sticksdev Wrote: [\[CITE\]](#) Thank you. I replied you, welcome to the forum.
Thank you so much for your kindness. It's very appreciated <3

DAL-SHA - April 24, 2026, 9:06 am

(Apr 23, 2026 06:33 PM)sticksdev Wrote: [\[CITE\]](#) Hey folks.

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Thanks for reading.
HOLY COW !! ??

THAT is , I dunno what to say sir !!

But you expressed it and said it : You should have seen the writings on the wall !!

Imma avenge you for Scamley here in HF !! I will rip him from bytes daily ! i got your back brother

Redx_1188 - April 24, 2026, 10:09 am

ai mass control is imminent. Be careful everyone, you'll laugh now but soon this will no longer be a joke. Value humanity, even the flaws.

?inimalist - April 24, 2026, 12:59 pm

Imagine that AI is still in a beta stage right now. Just imagine where it will be in 5 or even 10 years. I've been a professional graphic designer since 2009, making my living from it, and I'm already thinking about what I'll do if AI ends up completely replacing us. I encounter it daily simple non tech people having access to AI tools and thinking they've found the meaning of life, believing that professionals, especially in the creative, are no longer needed. It's a great tool for inspiration and for getting ideas, but I'm worried that in the near future, most people on the planet will be out of work.

In the end, I can see us going back to older times, working in agriculture and taking care of animals in the fields.

Redx_1188 - April 24, 2026, 2:00 pm

(Apr 24, 2026 12:59 PM)MMDesigns Wrote: [\[CITE\]](#) Imagine that AI is still in a beta stage right now. Just imagine where it will be in 5 or even 10 years. I've been a professional graphic designer since 2009, making my living from it, and I'm already thinking about what I'll do if AI ends up completely replacing us. I encounter it daily simple non tech people having access to AI tools and thinking they've found the meaning of life, believing that professionals, especially in the creative, are no longer needed. It's a great tool for inspiration and for getting ideas, but I'm worried that in the near future, most people on the planet will be out of work.

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Rise up against the machine when the time comes. It's needed anyway.

HALx86 - *April 26, 2026, 11:53 am*

Sorry to hear this. I have this same exact fear -- one Friday I'll go to work and get told it's my last day. I hear about it more and more.

Squints - *April 26, 2026, 5:14 pm*

Sorry to hear that. Hope you move onto bigger and better things!