

crisistrivia  
**hotseat**

Thanks to this field, computers start to recognize human emotions based on facial expressions, body language, or voice tone. While posing controversial surveillance issues, the insights offer critical opportunities in crisis care.

*What is the term for the field that focuses on using computer algorithms to analyze and understand human emotions and mental states?*

A: Artificial Intelligence

B: Machine Learning

C: Affective Computing

D: Natural Language Processing



**DR. DAVE ATKINS**

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Also called Emotion AI, it is expected this market will increase by more than 35% annually in the next four years, primarily due to the advantages for business, including marketing, customer service and much more.

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