



Generative AI in accounting: Opportunities and risks to assess today

Talking points

- Generative AI (GenAI) technology holds tremendous value for audit and assurance.
- Along with these opportunities come risks, which must be proactively managed.
- A longtime innovator in AI, Deloitte has launched a new internal GenAI chatbot, “DARTbot,” to support the daily tasks of our Audit & Assurance professionals.

Our experience designing and implementing AI systems

Generative AI has been portrayed in the media as everything from the potential savior of the planet to a dystopian menace. GenAI, however, is simply a technological tool, like many others, which offers tremendous promise, together with various risks that humans must manage and mitigate to safely tap its potential.

As a longtime technology innovator, Deloitte has worked over the years to advance AI in the audit process and other areas of accounting. Our [Deloitte Omnia](#) audit technology, for example, incorporates AI to provide a differentiated audit experience. Through these development efforts, we've gathered a host of valuable insights about GenAI's capabilities, risks, and opportunities.

Capabilities

What makes GenAI truly ground-breaking is its ability to generate novel initial content such as text, images, and code from existing content. GenAI can accelerate the creation of first drafts, summarize complex content, automate first reviews, conduct analyses, and even highlight risks. Although still in its infancy, the technology is already being used for a wide range of applications in the marketplace—from product ideation and prototyping to marketing text and audio, to training videos and social media posts.

Risks

Capitalizing on GenAI's remarkable capabilities requires human oversight to manage privacy, security, legal, and behavioral risks. GenAI's large language models (LLMs) synthesize so much data so quickly that it can be challenging to track its sources, making it difficult for humans to understand the validity of information it produces.

Hallucinations are a real risk. These phenomena—defined as responses that aren't justified by the training data—range from subtle biases to plausible-sounding falsehoods randomly embedded in responses.

Finally, as with any new technology, malicious actors can devise novel techniques abusing GenAI for forgery, phishing, and fraud. While scammers use many technologies to carry out these acts today, GenAI can enable them on a mass scale.

Deloitte actively works to manage AI risks of our applications of GenAI and the quality, accuracy, and reliability of its content. For more information, read our Pulse blog: [“Steps to promote trustworthy AI.”](#)

Opportunities and challenges for audit and assurance

Risks aside, GenAI continues to make tremendous inroads. Indeed, many of Deloitte's largest clients are experimenting with or already using GenAI tools in their products and services. Auditors need to be aware of their clients' use of GenAI in financial reporting, accounting, and the related internal controls.

The technology will likely be embedded in audit and assurance processes because of its ability to increase productivity and usefulness for content generation, analysis, and summarization, among other applications.

Opportunities

Content Generation

Content creation based on a set of input examples, documents, data and/or a specific theme or topic

Summarization

Concise, coherent summarization of long, complex text

Q&A

Articulate natural language responses to queries

Analysis

Logical analysis based on reasoning (inference, deduction, and comparison)

Image Generation

Creation of images and videos from text prompts

Extraction

Creation of specific information from a given input, such as a company accounting policy from accounting guidance

Generative AI

Risks

Privacy

The potential for personal data to be breached through GenAI's access to vast amounts of information

Cybersecurity

Attacks and takeovers by unauthorized parties

Fraud

Phishing, forgery, deepfakes

IP Infringement

Infringement of IP and proprietary content accessible by large language models

Hallucinations

Range from biases to random false information

Ethical Concerns

Ethical blind spots, accountability, job elimination

Empowering our professionals with DARTbot

A common use case for GenAI is to power intelligent chatbots. Deloitte's first Audit & Assurance internal GenAI chatbot, DARTbot, was designed for our accounting professionals. Built on [Deloitte's Trustworthy AI™ framework](#), DARTbot acts as a virtual assistant to support Deloitte Audit & Assurance professionals in their daily tasks and decision-making processes. It provides real-time guidance, answers queries, and assists professionals in navigating complex accounting questions.

DARTbot is currently available to Deloitte's nearly 18,000 US Audit & Assurance professionals to help quickly research complex accounting questions, drive efficiency, and provide a differentiated audit experience to clients. We expect DARTbot

to help transform the way our professionals work by enhancing their productivity through improving routine research tasks so they can focus on applying professional objectivity, evaluating bias, and addressing more complex accounting issues in audits.

DARTbot is just one of the ways that we are infusing Generative AI applications and capabilities across our organization to help our professionals become more efficient and productive. Deloitte is also rolling out purpose-specific LLMs and chatbots to support specialized teams across its businesses.

For further reading, see our DARTbot [press release](#) or visit the Deloitte AI Institute [page](#).

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