Chapter 6
Mind Meets Machine:
E-Collaboration in the Era of Artificial Intelligence

R. N. Ravikumar
https://orcid.org/0009-0009-3705-1681
Marwadi University, Rajkot, India

S. Aarthi
https://orcid.org/0009-0006-9064-2091
Marwadi University, Rajkot, India

ABSTRACT

This book explores the transformative impact of Artificial Intelligence (AI) and emerging digital technologies on e-collaboration across various sectors. It presents a comprehensive analysis of how AI, IoT, blockchain, quantum computing, 5G, and Extended Reality (XR) are reshaping collaborative ecosystems, enabling intelligent decision-making, personalized workflows, and immersive interactions. The chapters discuss the evolution of e-collaboration from tool-based systems to human-AI partnerships, showcasing sectoral applications in healthcare, education, e-commerce, and manufacturing. Key ethical concerns such as privacy, algorithmic bias, and legal frameworks are also addressed, along with future challenges like AGI and sustainable collaboration. Through interdisciplinary insights and real-world examples, the book offers a forward-looking guide for designing inclusive, secure, and intelligent collaborative systems.

DOI: 10.4018/979-8-3373-5747-8.ch006

1. INTRODUCTION

The cooperation in the era of digital has gone over and above being in the same physical place as part of an active ecosystem that operates with the aid of technology. E-collaboration has experienced a paradigm shift after the introduction of Artificial Intelligence (AI), and other emerging technologies that will be enabling the use of digital tools to facilitate the team work and communication. It is proposed in this work that intelligent systems provide more than support the process of collaboration, i.e., that intelligent systems intervene in the process of collaboration as well (of AI-enabled e-collaboration). AI-decision making platforms can generate productivity, communication and innovation within a distributed group by means of virtual assistants and intelligent agents. The reason is that, the convergence of AI and IoT, block chain, quantum computing and extended reality is causing a shift in human and organizational interactions and also in co-creation and problem solving (Chen et al., 2023). The research work objectives are also present in this chapter and it focuses on the role of the human-machine synergy in the future work, learning and innovation. It develops the platform where the potentials of utilisation of the collaborative intelligence to design more intelligent, responsive, and inclusive sphere of the digital world could be addressed.

1.1 Definition and Evolution of E-Collaboration

E-collaboration is described as the utilization of digital technologies to aid collaboration of individuals or teams or organizations, regardless of time and space. It also involves a broad scope of tools, including email, video conference, cloud-based services, project management, and many others, and allows the real-time communications team, disseminating knowledge and making decisions collectively (Crompton & Burke, 2023). E-collaboration initially started as simple messaging and file sharing platform but recently has developed a lot following high speed internet, mobile computing and cloud infrastructures. It enables complex interactions that surpass geographical boundaries and holds information, processes and individuals in seamless virtual environments nowadays. The transformations related to the pandemic that happened worldwide to transition to the mode of working remotely and even in a hybrid format have also contributed to the increase in its usage and importance. What was useful to orchestrate the straightforward structures in the past assists today in co-creation and scale-based innovation. The tasks and distributed teams have evolved to be too complex to be addressed through previous forms of e-collaborating tools It preconditions the inflow of intelligent technologies AI and IoT, and blockchain included which can make these digital workspaces quite intelligent, dynamic, and even multi-collaboration ecosystems.