How can we measure whether it makes sense to entrust AI with sorting business queries?

For: Paušalni obrt · Obrtnici · j.d.o.o. · d.o.o. · Privatni iznajmljivač · Platformski rad preko vlastitog obrta

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Applicability: For planning and measuring technological improvement with expert verification of legal obligations.

Compare query times and the number of incorrect referrals before and after the pilot. Mark categories with consequences, such as complaints, for independent human verification.

When this is applied

On a sample corresponding to regular mail, record the expected and actual category. From the savings, deduct the time for control, correction and processing costs.

What to do in practice

Define the accuracy threshold by message type and the conditions for reverting to manual processing.

A business example

AI speeds through 80 routine messages in an hour but wrongly files three complaints in the general inbox. The team flags them for mandatory review in the next cycle.

Specific next steps

1. Define the accuracy threshold by message type and the conditions for reverting to manual processing.

Limits of application

For planning and measuring technological improvement with expert verification of legal obligations.

Sources

EUR-Lex · Artificial Intelligence Act, Regulation (EU) 2024/1689

https://eur-lex.europa.eu/eli/reg/2024/1689

European Commission · European Digital Innovation Hubs

https://digital-strategy.ec.europa.eu/en/policies/edihs

Original page

https://adriatrends.hr/poslovni-vodic/en/pitanja/ai-pilot-razvrstavanje-upita