How can we prevent AI from promising the customer an old price?

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.

Let the price source be the valid price list or a specific quotation. Restrict the system that generates text to actual data and require approval before sending when the response includes an amount or a deadline.

When this is applied

Record the offer identifier, catalogue version, currency and date. Set a rule that, if there is no verifiable source, the result should be marked as a sales enquiry.

What to do in practice

Test cases with missing data, different countries and expired offers.

A business example

The online store changes its delivery charges at the weekend. On Thursday the AI response retrieves the current range by location, but an employee confirms the price and delivery time.

Specific next steps

1. Test cases with missing data, different countries and expired offers.

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-upute-za-promjenjive-cijene