Marking direct interaction with the AI system · How to integrate the procedure into routine operations?

For: Paušalni obrt · Obrtnici · j.d.o.o. · d.o.o.

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Applicability: According to the profile and circumstances of the described case.

Repeat the check once the chatbot has been integrated into the new channel.

Regular application

Save the note text, display location and the languages in which the service is offered.

Check whether the user can see the information on their mobile phone at the start of the interaction.

Working example · Marking direct interaction with the AI system

The webshop introduces a chatbot that greets customers on behalf of customer support. The system provider and the webshop verify that the AI notice is visible at the start of the conversation, including on mobile devices.

Specific next steps

1. Save the note text, display location and the languages in which the service is offered.
2. Check whether the user can see the information on their mobile phone at the start of the interaction.
3. If the customer thinks a human is appropriate, adjust the label and route to human support.

Limits of application

In accordance with the obligation and exceptions under Article 50.

Sources

European Commission · Transparency in the use of AI

https://digital-strategy.ec.europa.eu/en/policies/guidelines-ai-transparency-obligations

Original page

https://adriatrends.hr/poslovni-vodic/en/pitanja/praksa-ai-clanak50-razgovor-primjena