First AI pilot for the customer-responsive team · What should be recorded?

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

Practical business guidance · Reviewed: 2026-11-22

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

Save the anonymous examples, the initial task duration and the error criteria.

Record and working document

Compare manual processing and the AI draft on the same examples.

If checking the draft takes longer than the answer itself, narrow down the task.

Working example · The first AI pilot for the customer response team

Compare manual processing and the AI draft on the same examples.

Specific next steps

1. Compare manual processing and the AI draft on the same examples.
2. If checking the draft takes longer than the answer itself, narrow down the task.
3. Introduce assistance only in scenarios where the benefit and error control are evident.

Limits of application

For the EDIH services available at the local centre and programme.

Sources

European Commission · European Digital Innovation Hubs

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

Original page

https://adriatrends.hr/poslovni-vodic/en/pitanja/praksa-ai-pilot-pitanja-dokazi