The first AI pilot for the customer-facing team · How to approach it?

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.

Select frequent, low-risk questions and define the authorised source for the answers.

A starting point in practice

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

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

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. Save the anonymous examples, the initial task duration and the error criteria.
2. Compare manual processing and the AI draft on the same examples.
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-odluka