First AI pilot for the team that responds to customers · How to introduce the procedure into routine operations?

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.

Introduce assistance only in scenarios where the benefit and error control are evident.

Regular application

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

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-primjena