The first AI pilot for the team that responds to customers · What happens when the process stalls?

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.

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

When a plan meets an obstacle

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

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

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. Select frequent, low-risk questions and define the authorised source for the answers.
2. Save the anonymous examples, the initial task duration and the error criteria.
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-problem