The first AI pilot for the team that responds to customers · How can this be verified with an example?

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.

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

Checking by example

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

Save anonymous examples, the initial task duration and the error criteria. If the draft check takes longer than the response itself, narrow the task.

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. 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-provjera