GenAI Checklist

○ ## Control over answers

Don't let your AI give insensitive answers to sensitive questions. You should always be able to decide how automation reacts to different intentions.

○ ## Hallucination and inaccuracy

Ensure that your solution has the set-up to enable you to minimize the risk of hallucination and inaccurate answers.

○ ## Omnichannel support

Determine whether your AI solution supports multiple channels (e.g., email, chat, and social media) to provide a seamless omnichannel experience.

○ ## Email automation quality

Keep in mind that automating emails is much harder than automating chats due to length and question complexity. Make sure your vendor has the right strategy to overcome these hurdles.

○ ## Integration ecosystem

Assess how easily your AI solution can integrate with existing customer service systems, ecommerce platforms, CRM software, and other relevant tools.

○ ## Multilingual capabilities

Verify multilingual support. This is important if you have a diverse customer base or plan on scaling to international markets in the future.

○ ## Security and privacy

Make sure your tech is in full compliance with all security and privacy standards, such as SOC 2 and GDPR.

Training and onboarding

Evaluate the training process for different AI models. A vendor that offers comprehensive onboarding support will likely allow for smoother implementation.

Real-time analytics and reporting

Look into the analytics and reporting capabilities of each vendor. Real-time insights into customer interactions can be valuable for continuous improvement.

Scalability

Consider the solution's scalability. Ensure that it can handle increased workloads as your customer base grows.

Product vision and road map

Ask about the vendor's road map for future developments. Check that their technology aligns with your long-term goals.

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