



Suhas Bhairav

AI Customer Health Score Profile Builder

AI-driven profile that fuses contracts, usage, and tickets into a simple health summary.

Build an AI-driven customer health profile that fuses contracts, usage, and tickets into a clear, actionable summary.

Suhas Bhairav

suhasbhairav.com

Health Score Scope

Objective: produce a single, readable health summary for each customer by fusing contract value, usage, and support signals. This guide outlines what to automate, what to review, and how to measure progress.

Key move Start with a narrow pilot: three accounts, one data source, one simple score formula.

PRACTICAL CHECKLIST

- 01** Define data sources: CRM contracts, product usage, and support tickets.
- 02** Set a simple health score (0-100) with Green/Yellow/Red thresholds.
- 03** Automate ingestion, scoring, and summaries; reserve human review for disputes.
- 04** Establish data governance, privacy controls, and access policies.
- 05** Assign CS Ops ownership for model maintenance; IT owns pipelines.
- 06** Plan weekly increments to learn, adapt, and reduce risk.
- 07** Example: account A shows 70 health with high value, low usage, and 2 tickets.

Suhas Bhairav AI Resource

Build an AI-driven customer health profile that fuses contracts, usage, and tickets into a clear, actionable summary.

Data & Tooling Stack

Outline the data sources, schema, and tools required to build the health profile. Describe automation components and human-in-the-loop reviews.

Key move **Guardrails: confirm data access, PII handling, and drift monitoring.**

PRACTICAL CHECKLIST

- 01** Ingest CRM contracts, values, and renewal dates into a unified schema.
- 02** Ingest usage metrics by customer: seats, features, recency.
- 03** Ingest support tickets: sentiment, severity, response time.
- 04** Normalize data to a common customer ID for merging.
- 05** Choose scoring approach: rules-based with explainability or ML-enhanced.
- 06** Create dashboards and alerting for score changes.
- 07** Human review triggers for anomalies or conflicting data.

Suhas Bhairav AI Resource

Build an AI-driven customer health profile that fuses contracts, usage, and tickets into a clear, actionable summary.

Pilot Plan & Governance

Provides weekly steps, approvals, and ownership mappings. Defines success metrics and how to sustain operations after pilot.

Key move Mind data privacy and bias risks; address them before production.

PRACTICAL CHECKLIST

- 01** Week 1: map data sources, schemas, and validation checks.
- 02** Week 2: prototype simple 0-100 health score; test with 5-10 accounts.
- 03** Week 3: implement data ingestion and the first health dashboard.
- 04** Week 4: run shadow mode; require human review for anomalies.
- 05** Week 5: broaden pilot to 20 accounts; document ownership.
- 06** Week 6: measure impact: time saved, churn risk signals, and response improvements.
- 07** Governance: obtain CS leadership approval; document data policies and roles.

Suhas Bhairav AI Resource

Build an AI-driven customer health profile that fuses contracts, usage, and tickets into a clear, actionable summary.

ABOUT THE CREATOR

Suhas Bhairav

I build AI systems that combine distributed architecture, retrieval, knowledge graphs, security, and practical workflow design. My focus is AI that can be used repeatedly by real teams: understandable, reliable, and grounded in the work people already do.

EXPERTISE

- Principal systems architecture and applied AI engineering
- Production-grade AI systems, agentic workflows, RAG, and knowledge graphs
- Full-stack workflow applications across AWS, Google Cloud, Azure, on-premise, and hybrid environments
- Practical AI implementation patterns for automotive, manufacturing, finance, logistics, cybersecurity, sales, and customer operations
- Security, governance, observability, approvals, and failure-mode thinking for operational AI systems

WEBSITE

suhasbhairav.com

EMAIL

suhasbhairav@gmail.com