Suhas Bhairav

AI Support Quality Assurance Scorecard

A beginner-friendly scorecard to improve support accuracy, tone, and resolution quality.

A practical framework to audit AI-assisted and human-supported customer interactions for quality improvements.

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OVERVIEW

Business leaders and teams

AI Support QA Scorecard

This scorecard provides a practical framework to audit AI-supported customer interactions. It can be adopted by busy teams without large implementation effort.

Key move **Start with 2 representative support scenarios and measure impact in one week.**

PRACTICAL CHECKLIST

01	Automate initial replies for common intents using templated prompts and guardrails.
02	Keep human review for escalations, policy exceptions, and high-risk customers.
03	Define data inputs: customer query, knowledge base, prior interactions, sentiment.
04	Specify tools: AI assistant, CRM, ticketing, sentiment analysis, and policy checker.
05	Measure: accuracy, completeness, tone, policy compliance, and next-step clarity.
06	Guardrails: require human sign-off for new intents or sensitive data.
07	Adoption: implement in weekly sprints with small pilot groups.

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Automation Scope & Data

Outline which support tasks can be automated with AI and which must be human-reviewed. Identify data sources, required tools, and governance processes for safe use.

Key move **Ensure data privacy and policy alignment before broader rollout.**

PRACTICAL CHECKLIST

01	Automate initial replies for common intents using templated prompts and guardrails.
02	Route uncertain cases to human agents with clear hand-off data.
03	Integrate with CRM and ticketing for context and history.
04	Store prompts, responses, and outcomes for continuous improvement.
05	Set data handling rules: PII, retention, and access controls.
06	Quality checks: automated checks for grammar, tone, and policy matches.
07	Measurement plan: measure response accuracy and resolution rate weekly.

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Weekly Adoption Plan

This section provides a practical weekly cadence for piloting AI in support. It covers roles, approvals, and measurable milestones.

Key move **Document ownership and consent to avoid scope creep.**

PRACTICAL CHECKLIST

01	Week 1: pilot AI responses for one product area with 5 agents.
02	Week 2: expand to two more agents; collect feedback on accuracy.
03	Week 3: introduce escalation handoffs and governance approvals.
04	Week 4: pilot personalization and contextualization within policy.
05	Ownership: assign a QA owner and a governance board.
06	Metrics: track CSAT, FCR, average handling time, and policy violations.
07	Risks and approvals: require executive sign-off for data usage changes.

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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

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