



Suhas Bhairav

AI Support SLA Breach Audit Plan

Practical plan to detect bottlenecks in customer support with AI.

Turn missed response times into actionable bottlenecks with AI-assisted audits and rapid improvements.

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Data, Scope, and Roles

Define the SLA policy and collect relevant data sources. Map the ticket flow and assign ownership.

Key move Confirm data sources and ownership before enabling automation.

PRACTICAL CHECKLIST

- 01** Define SLA rules: target response and resolution times by priority, channel, and product.
- 02** Inventory data sources: ticketing data, escalations, chat transcripts, and agent notes.
- 03** Map ticket flow: identify L1/L2 handoffs, queues, and escalation triggers.
- 04** Define automation boundaries: what AI triage, routing, and summaries handle vs. human review.
- 05** Establish governance: data access, privacy, approvals, and audit trails.
- 06** Plan tooling: set up dashboards, data pipelines, and safe prompt templates.
- 07** Define success metrics and baselines: breach rate, MTTA, MTTR, and handoffs.

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Automate Triage and Bottleneck Detection

Leverage AI agents to triage new tickets and surface bottlenecks. Separate automated recommendations from human approvals.

Key move Audit AI outputs weekly and freeze prompts if drift is detected.

PRACTICAL CHECKLIST

- 01** Auto-assign to teams based on SLA rules and agent capacity.
- 02** AI summarizes ticket context, history, and current blockers for quick review.
- 03** Escalation suggestions surface when thresholds are breached or queues grow.
- 04** Automate routine replies for common, low-complexity issues with reviewer confirmation.
- 05** Keep human-in-the-loop for policy exceptions and complex cases.
- 06** Monitor AI accuracy and feedback loops for continuous improvement.
- 07** Document prompts and decision logs for auditability.

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Weekly Adoption Plan

Implement in weekly sprints to minimize risk. Start with one high-priority queue and scale gradually.

Key move Use a quarterly audit to refresh data sources and prompts.

PRACTICAL CHECKLIST

- 01** Week 1: finalize data map, access, and SLA baselines.
- 02** Week 2: ingest data, build dashboards, and run manual audits.
- 03** Week 3: enable AI triage with supervisor-approved prompts.
- 04** Week 4: pilot auto-routing and suggested responses for select queues.
- 05** Week 5: establish escalation triggers, alerts, and governance checks.
- 06** Week 6: review metrics, adjust thresholds, and scale to remaining queues.
- 07** Ongoing: maintain human-in-the-loop, quarterly policy reviews.

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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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