



Suhas Bhairav

# AI Voice Support Readiness Guide

**Practical playbook for deploying voice AI in  
support**

A practical, stepwise guide to deploying voice AI in  
customer support with clear guardrails.

**Suhas Bhairav**

[suhasbhairav.com](https://suhasbhairav.com)

# Planning & Scope

Define where voice AI adds value in support. Map top customer journeys to voice touchpoints, starting with authentication and order status.

**Key move** Begin with a 4-week pilot focusing on two journeys.

## PRACTICAL CHECKLIST

- 01** Identify 3–5 journeys suitable for voice, starting with authentication, order status, and basic troubleshooting.
- 02** Define success metrics: resolution rate, containment, average handling time, and customer satisfaction scores.
- 03** Decide in-scope tooling: cloud speech, transcription, sentiment, and agent escalation.
- 04** Establish guardrails: when to escalate, what to reveal, and data minimization rules.
- 05** Create a lightweight data map: sources, retention, usage, and access controls.
- 06** Define ownership: product owner, contact center lead, and IT security liaison.
- 07** Outline weekly sprints for pilots: 20% voice, 80% human-in-the-loop.

### Suhas Bhairav AI Resource

A practical, stepwise guide to deploying voice AI in customer support with clear guardrails.

# Data, Tools, and Automation

Describe the data sources and tools needed to support voice agents. Outline what to automate and what requires human review.

**Key move** Consent and privacy must be baked in from day one.

## PRACTICAL CHECKLIST

- 01** Automate routine voice tasks: authentication checks, order updates, and status queries.
- 02** Keep sensitive steps under human review: policy-driven decisions and exception handling.
- 03** Require explicit customer consent for voice recording and data usage.
- 04** Use call transcription with auto-summarization for QA and compliance.
- 05** Latency targets: cap response time; use on-call fallback if >2s.
- 06** Tool stack: cloud ASR, NLU for intents, authentication, escalation routing.
- 07** Data sources: CRM, knowledge base, order systems, and consent logs.

### Suhas Bhairav AI Resource

A practical, stepwise guide to deploying voice AI in customer support with clear guardrails.

# Risks, Governance, and Metrics

Establish governance and ownership for voice support. Define metrics and escalation procedures to monitor progress.

**Key move** Clarify ownership: approvals, monitoring, and rapid fixes require clear roles.

## PRACTICAL CHECKLIST

- 01** Establish approval gates: security, privacy, and regulatory compliance sign-off.
- 02** Define workflow ownership: who creates prompts, reviews outputs, and handles errors.
- 03** Set measurement: track CSAT, FCR, average handle time, and escalation rate.
- 04** Pilot weekly: start with 2 voice pilots, expand after milestones.
- 05** Security: limit data exposure, audit trails, and role-based access.
- 06** Consent & retention policy: clear customer opt-in, retention periods, and deletion.
- 07** Escalation design: seamless handoff to humans with context.

### Suhas Bhairav AI Resource

A practical, stepwise guide to deploying voice AI in customer support with clear guardrails.

## 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](https://suhasbhairav.com)**

### EMAIL

**[suhasbhairav@gmail.com](mailto:suhasbhairav@gmail.com)**