AURALIS

AI AGENT BUYING CHECKLIST

Not all AI engines are created equal, and choosing the wrong one puts your hard-won customer trust, loyalty and retention at risk.

We've put together this checklist to help you pick the best AI bot for your team. Here are some key areas you should consider – and questions you should ask – before purchasing an AI bot for your business.

General Support

Some general questions that will help you compare apples to apples when picking a good AI support bot.

What is your team's current automated resolution rate, and how much can you expect the AI bot to boost these numbers? ☐

Is there an option to try the AI bot before you share it with your customers? Does it offer a white label option and a sandbox where your internal team can try it out first? ☐

Can the AI bot learn from past support conversations as well as knowledge bases, videos and website information? ☐

Is this a one click bot or a custom trained bot with your business flows and rules implemented? ☐

Is the bot open about the fact that it's a bot? How does it deal with questions about itself? ☐

Setup and Training

The best performing bots require time and training to perform well and most CX teams are not equipped to train AI bots. One click bots generally provide very poor results and are not suitable for production use cases.

Will this bot require training before it can begin to bring real value to your team? ☐

AURALIS

What kind of resolution rate can you expect to see right out of the box, and how will it improve over time?

Will the AI chatbot require ongoing technical configuration to operate effectively? If so, does your team have the necessary resources to maintain it?

Data privacy and security

Data privacy and security is a priority for every company, but depending on the nature of your business, it may be your number one concern.

How will your customer data be used? Will it be retained by the AI LLM provider?

Is your customer data being used to build or train AI models by your current provider? Are you comfortable with this?

Will customer messages be encrypted?

Where is your data hosted, and will the location affect your ability to use the AI bot?

Tone and style of conversation

Today you can offer your customers a speedy, friendly response from a bot that quickly gets to the crux of their query.

Can the AI bot disambiguate customer queries with follow up questions?

Can the bot effectively triage customer queries and route them where they need to go?

Can you test the bot before you go live to find out how it responds to your most common queries?

Quality Control

AI can be incredibly powerful in customer service, but your chosen bot will need to offer the proper controls.

AURALIS

Are there guardrails in place to prevent hallucinations?

If the bot can't answer a question, what does it tell the customer? Can it admit that it doesn't know?

Can you control which situations prompt the bot to pass a conversation to a human support rep?

Integration with your tech stack

Every support team has carefully planned processes and workflows that are optimized for efficiency and an excellent customer experience – an AI bot should work with, not parallel to, your current setup.

How will this bot work with your existing tech stack?

Do you need to purchase other tools alongside the bot to maximize effectiveness?

What kinds of integration capabilities will you need to get the most from your AI bot?

What will happen if you change helpdesk vendors in the future? Can the time and money put into the bot be salvaged?

Reporting

When choosing your AI bot, consider what kind of reporting you'll need to determine its ROI, spot areas for improvement, and share results with the wider company.

What kind of reports are available?

How will the reporting system work with my current reports?

Are the reports easy to share? Can they be exported to business-wide reporting tools?

AURALIS

THE AURALIS ADVANTAGE

General

- ✅ Auralis can successfully answer 30% of your customer queries instantly and over time up to 70% as it gets more data, training and upgrades.

- ✅ Auralis can be tried, tested and trained in a sandbox environment before being used on live customer interactions.

- ✅ Auralis understands and clearly communicates that it is an AI Agent. It can be customized to answer questions about itself easily.

- ✅ Auralis can pull data from complex data sources like past tickets, training videos and databases. This is over and above web data and knowledge bases.

Setup and Training

- ✅ Auralis does require training to be the best version of itself. The good news is that this training is completely taken care of for you by our team.

- ✅ The out of the box accuracy rate is around 85% and this goes up to 98% depending on the industry and quality of data with training.

- ✅ Auralis gives you the benefits of a highly trained bot that is much wbetter than the out of the box ChatGPT wrappers out there, while still staying competitively priced.

Data Security and Quality Control

- ✅ We do not use or store your customer information in any way. Our LLMs do NOT use your data for training purposes

- ✅ We have contractual obligations with all our vendors and service providers to purge all PII from our systems

- ✅ Auralis has enterprise grade logging, guard rails and audit modules in place in case things go wrong.

- ✅ It is easily possible to send types of questions directly to humans with Auralis.

Integrations

- ✅ Auralis integrates with over 150+ helpdesk and CRM systems out of the box. We take care of the entire setup

- ✅ If you decide to change systems, as is often the case, your AI agents come with you. All the time and money spent on training does not go to waste

- ✅ We build custom connectors and integrators to make Auralis more than just a text bot but a smart agent that can help your customers with intelligent actions