mimansa
RESEARCH & ADVISORY

PLAYBOOK · BRING AGENTS INTO A TEAM

30-Day Check



Run this 30 days after the agent goes live. Pick 10 pieces of its work at random.

FOR EACH PIECE OF WORK, ASK

- ☐ Was the work correct?
- ☐ Did it stay inside its rules?
- ☐ Did it ask a person when it should?
- ☐ Did anyone have to fix it?
- ☐ Did a customer complain?

TALLY

PIECE	CORRECT?	INSIDE ITS RULES?	ASKED A PERSON WHEN NEEDED?	FIXED BY SOMEONE?	COMPLAINT?

WHAT GOT EASIER? WHAT GOT HARDER?

OUR DECISION

◯ Keep as it is ◯ Change the rules ◯ Stop the agent

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