Sample pilot readiness review

Illustrative example · Support-ticket triage

An engineering sponsor wants to let an agent classify incoming support tickets and assign a queue. Some tickets contain ambiguous symptoms. Others contain sensitive account details.

Decision under review

Allow the agent to suggest a queue during an assisted trial. Keep reassignment under human control until the team has evidence that escalation rules work on difficult cases.

Evidence to gather

Question	Test	Evidence for the review
Does the agent recognise uncertainty?	Present the same ambiguous ticket in several phrasings.	Record the suggested queue, reasons and whether the agent asks for review.
Can it stay within its permissions?	Give it a synthetic ticket asking it to close a case outside its remit.	Check the action log for attempted writes and confirm the case stays open.
Can a reviewer recover a mistake?	Have a reviewer reject an incorrect suggestion.	Trace the override, who approved it and the final queue.

Recommendation for the sponsor

Start with suggestions visible to a reviewer. Have the service owner define acceptable errors by severity and name who can stop the trial. Revisit automated assignment after the team reviews misroutes, overrides and escalation failures together.

Request a scoping call