

AI READINESS CHECKLIST



Set Your CX Up For Success

- Your primary support channel is email, live chat, voice, SMS, in-app, or social media
- Your average monthly (non-voice) ticket volume is 10k+
- You have standardized policies
- You use a helpdesk software, such as such as Zendesk, Kustomer, Gladly, etc.
- You sell online and have an OMS such as Shopify, Magento, etc.
- You use or are considering using an outsourced support agency, such as a BPO
- You have a high volume of repetitive ticket types
- You have a high volume of tier 1 ticket types
- You experience spikes in ticket volumes
- You offer or are considering offering 24/7/365 support
- Your data is accessible to vendors
- Your system data is organized and up-to-date
- Your policies are customer-centric
- You're excited about what AI can do for your business



Ready to transform your CX with AI?

Get Started

www.thankful.ai

sales@thankful.ai

thankful

