Measuring the POC

IMPLEMENTING AI SOLUTIONS IN BUSINESS



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Data Scientist

datacamp

How to define success?

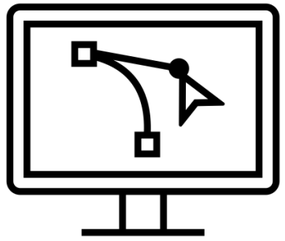


Business Value

How to define success?



Business Value

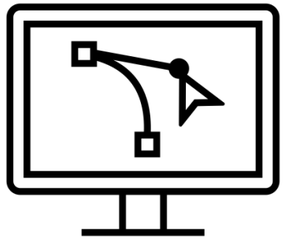


AI Model Performance

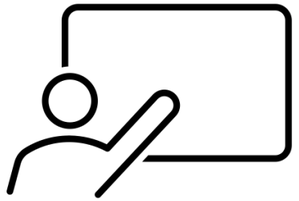
How to define success?



Business Value



AI Model Performance

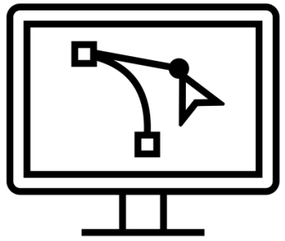


Explainability

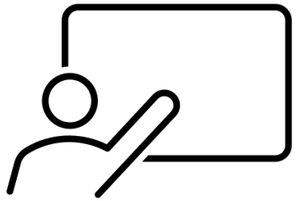
How to define success?



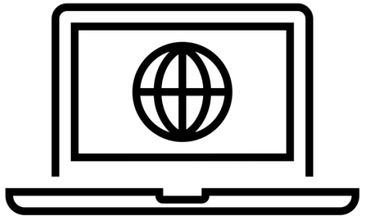
Business Value



AI Model Performance



Explainability

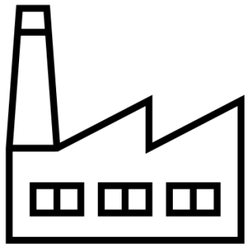


Solution Performance

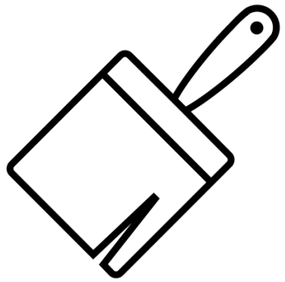
Measuring business value



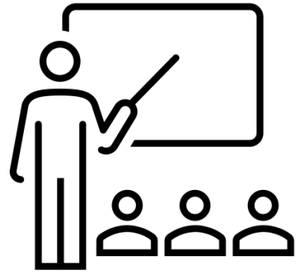
Efficiency



Productivity



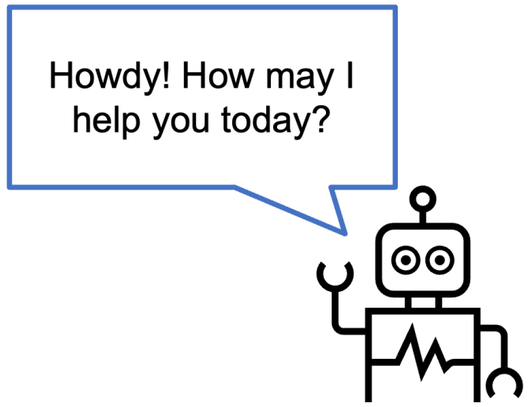
Creativity



Skilling

Measuring business value

Scheduling chat bot



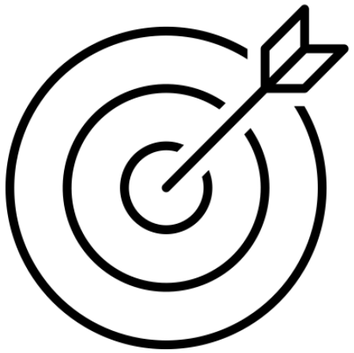
OBJECTIVES

- Reduce customer service agent hours spent on scheduling
- More time for high-level tasks
- Increase the number of scheduled clients

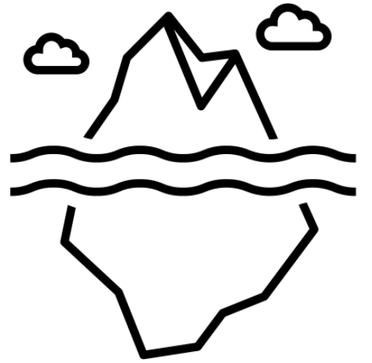
Metrics

- Agent time spent scheduling
- Number of appointments scheduled
- Percentage of interested clients scheduled
- Time to booked appointment
- Percentage of canceled appointments rescheduled

Measuring the AI model

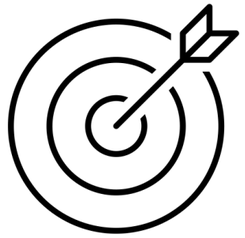


Accuracy

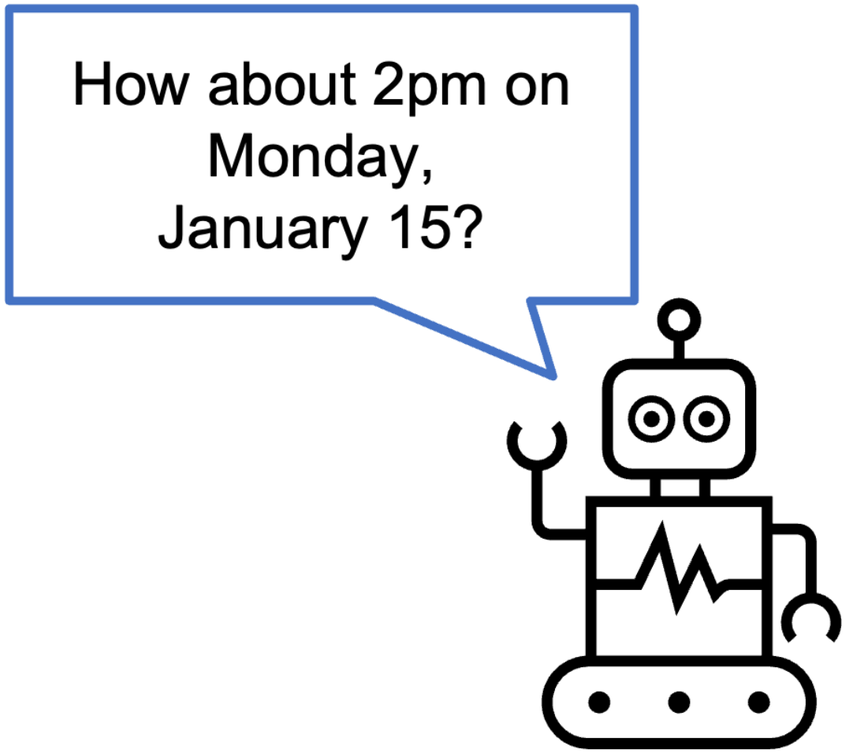


Relevance

Measuring the AI model



Accuracy

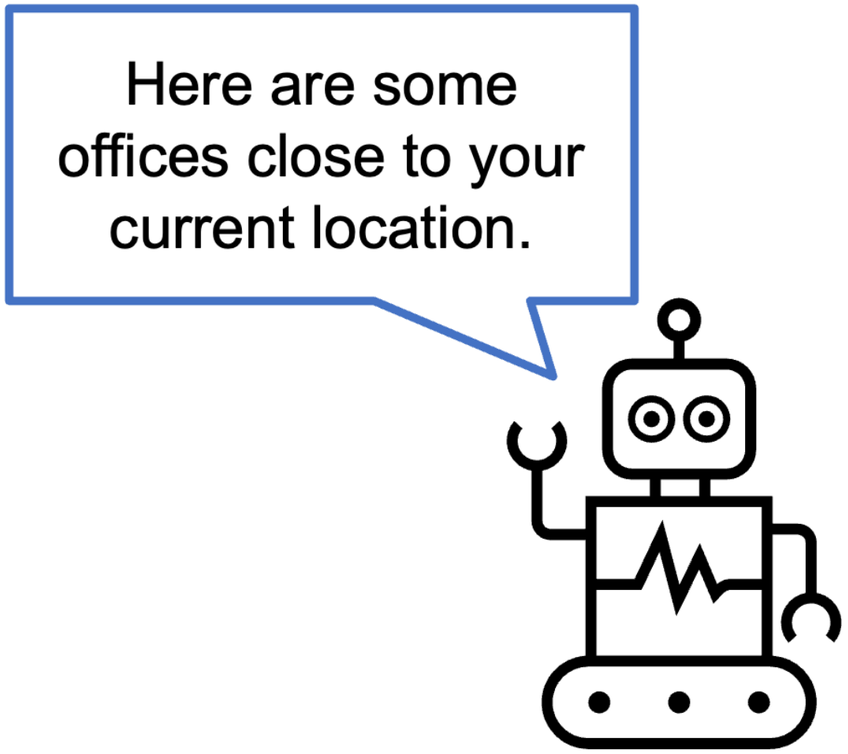


- Accuracy: percentage of correct predictions
- Important metric for most AI solutions

Measuring the AI model



Relevance



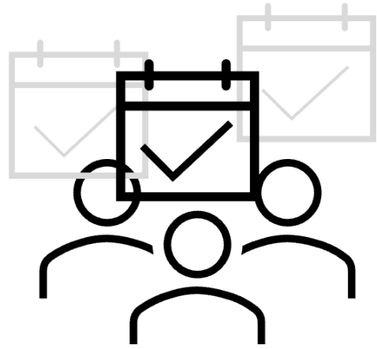
- Relevant results based on input
- Direct and indirect

Explainability of the AI

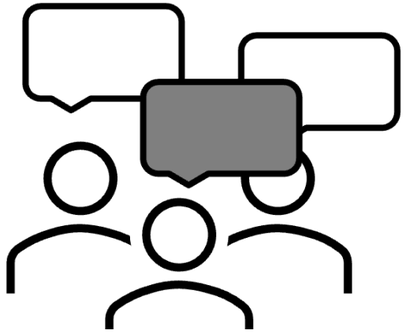
Explainability is the ability to understand the decision-making process of the AI solution.

- Fairness, transparency, bias, and safety

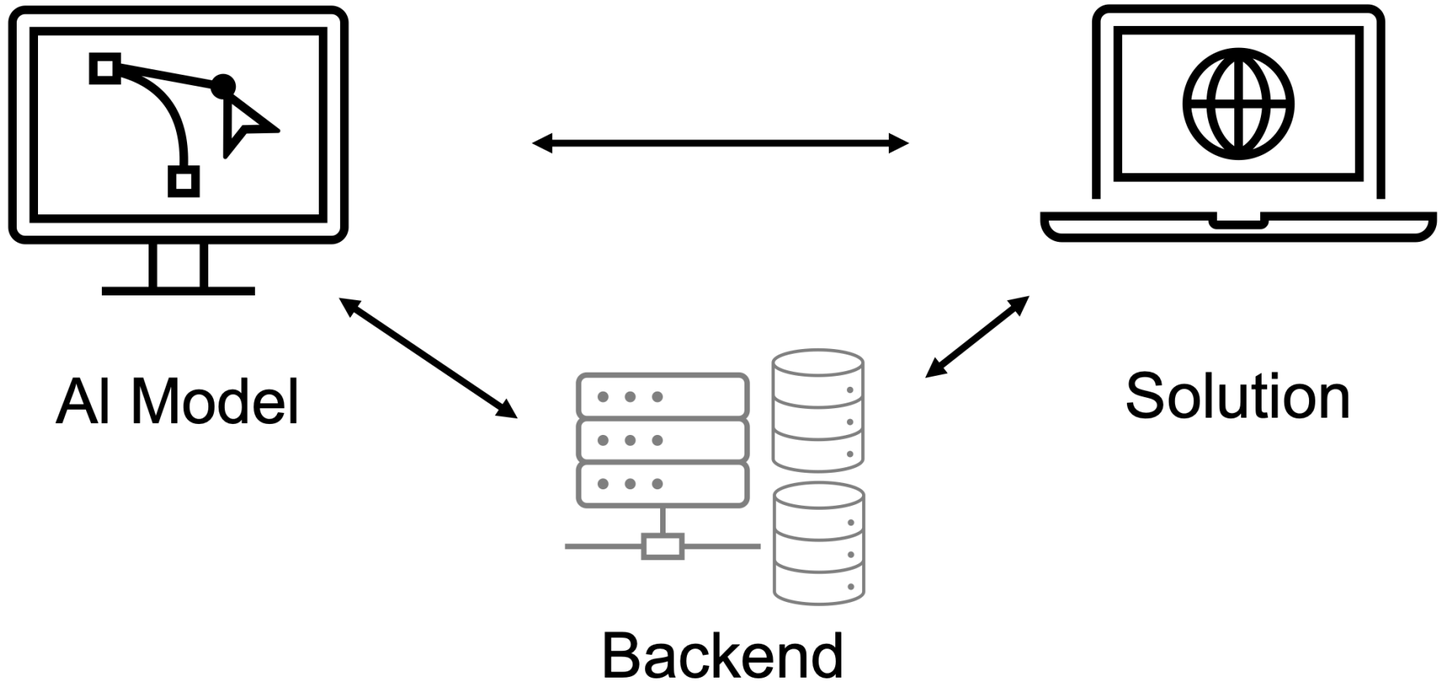
Fairness



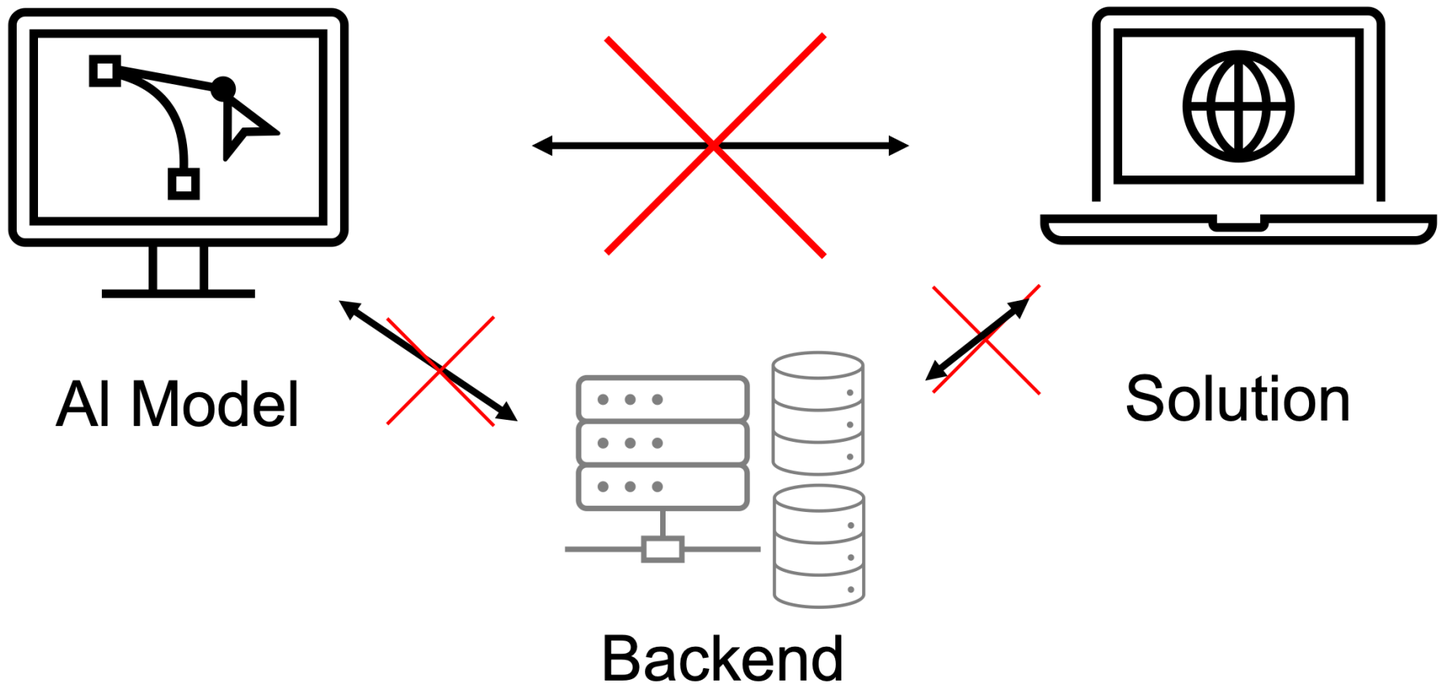
Transparency



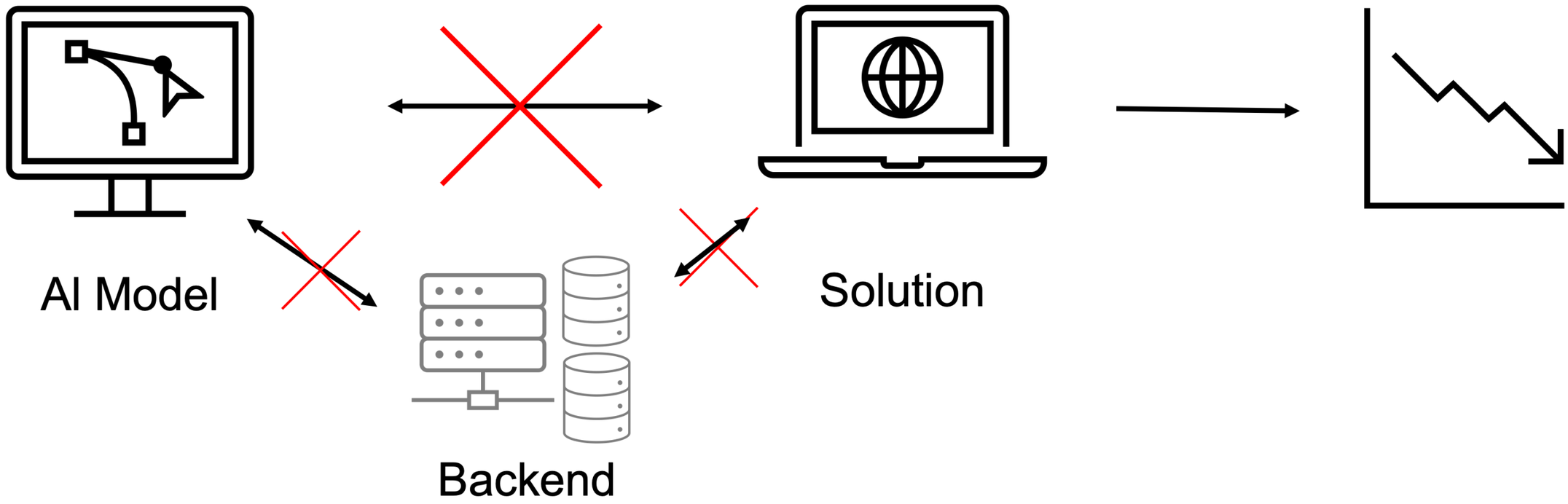
Measuring solution performance



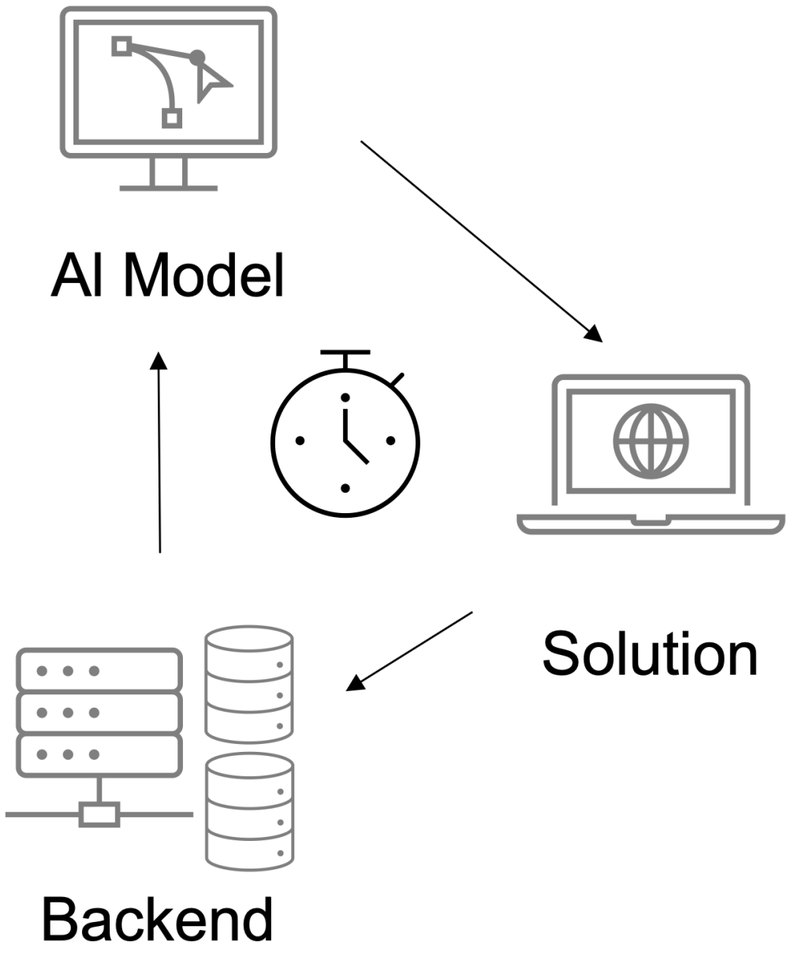
Measuring solution performance

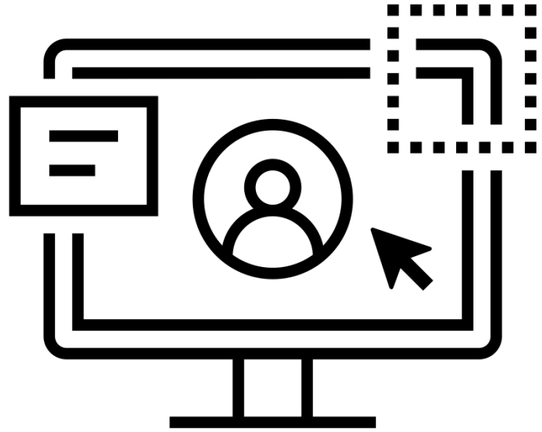


Measuring solution performance



Measuring solution performance





Metrics

- Load Time
- Time to appointment confirmation
- Customer satisfaction

Let's practice!

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