












Troubleshooting Common Issues with AI Assistants

AI is a useful tool for businesses – but it does get it wrong sometimes. Luckily, though, it's easy to troubleshoot most of these problems.








Communication difficulties

-  1. Is the AI tool giving you incorrect information, it's misunderstanding what you're asking, or misinterpreting your request?
-  2. Rephrase your request to be clearer and more specific.
-  3. If needed, provide additional details or contextual information.
-  4. You may need to ask follow-up questions to confirm your intentions and guide the assistant to a more helpful response.
-  5. Cross-check any facts and figures provided with a reliable source.







Integrations

-  1. Check that the AI assistant can integrate with your other tools and systems. For example, can it access information from your customer database? Is it able to access your team's calendars?
-  2. If there are issues, an Application Programming Interface (API) can help. APIs are tools that enable different software applications to communicate with each other.
-  3. Identify what you want the AI assistant to do (e.g. pulling information from a database), then find an API that offers that service.
-  4. Once it's set up, it should help your AI assistant to seamlessly integrate with existing systems, ensuring a smooth workflow.

Security

-  1. Identify what kind of sensitive information your AI assistant handles. This could include customer data, company secrets, or personal information.
-  2. Check that your AI assistant supports data encryption – this protects your data so that even if someone intercepts it, they won't be able to understand it without the proper key.
-  3. Make sure that this is activated, if the tool offers it.
-  4. Secure access controls determine who can see or use the information.
-  5. Set these up in your AI assistant to ensure that only the right people have access to specific data.
-  6. Set up additional security measures like two-factor authentication and strong passwords.
-  7. Perform regular security audits to spot weak areas.

Customer experience - Chatboxes

-  1. Look for common areas where customers are dissatisfied. Are there common questions that the tool struggles to answer, for example?
-  2. Evaluate responses, adjusting your language if the responses are unhelpful.
-  3. This may mean adding clearer, more detailed information, including links to knowledge centre content, or redesigning the conversation flow to be more intuitive.
-  4. Build in a workflow for escalation, taking frustrated customers away from the bot to speak to a human.
-  5. Make it easier for users to speak to a human at any time, not just when they're already frustrated. This might mean adding a button that says "Need more help?" or "Speak to an agent".
-  6. Ensure that agents have access to chatbot conversations to avoid further frustration.