10 KPIs

to measure deployment success of

AI Agents

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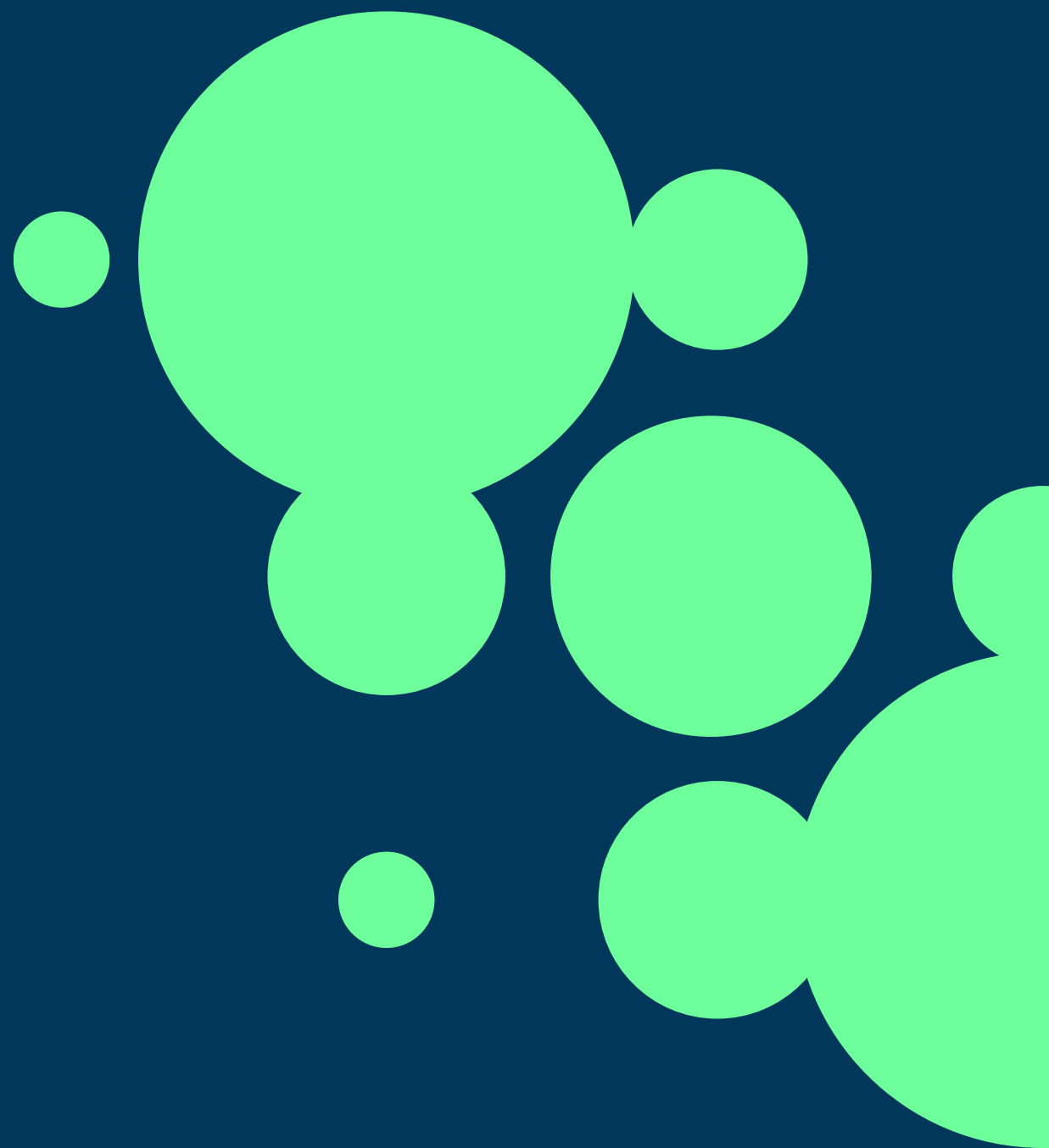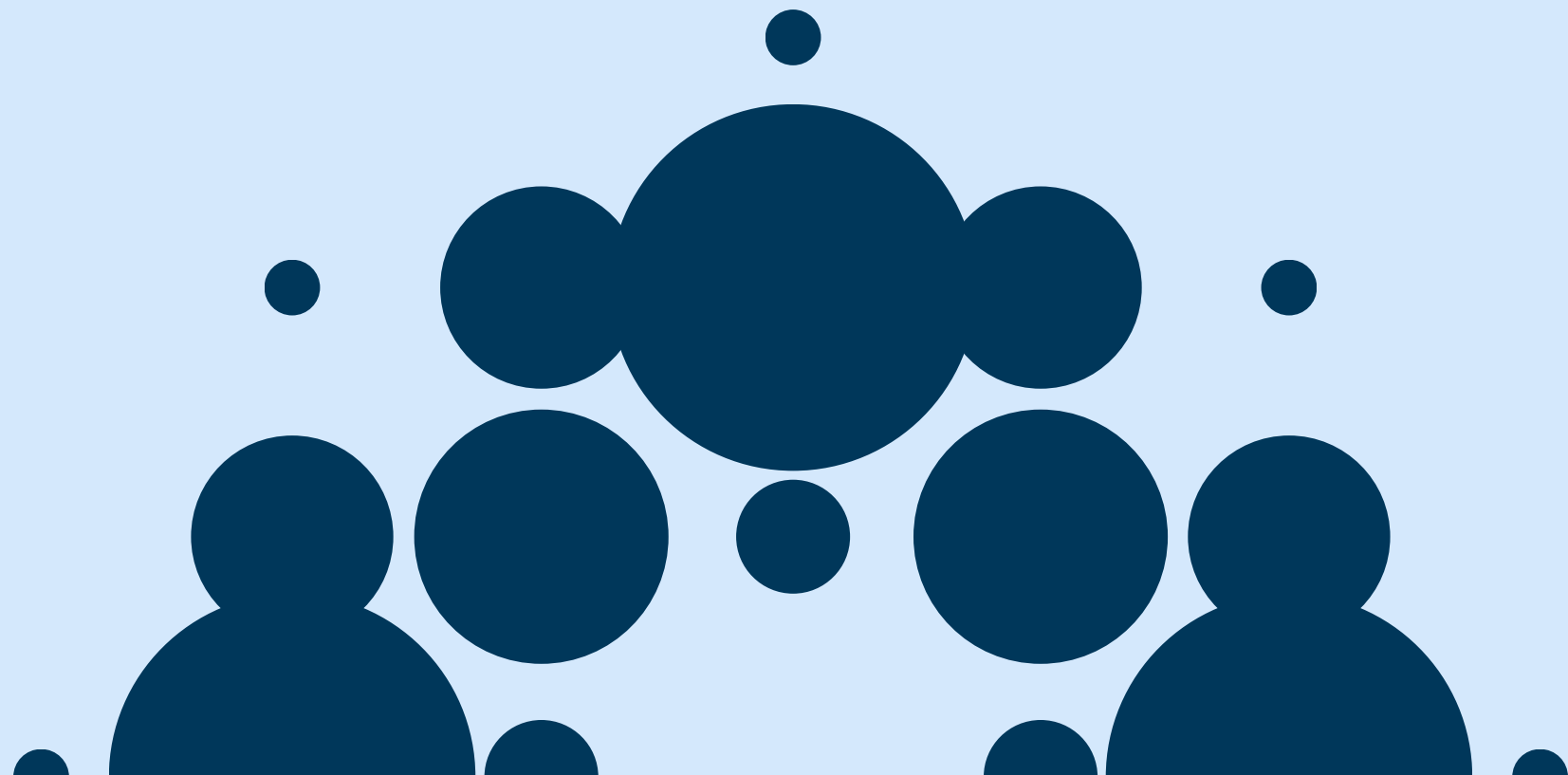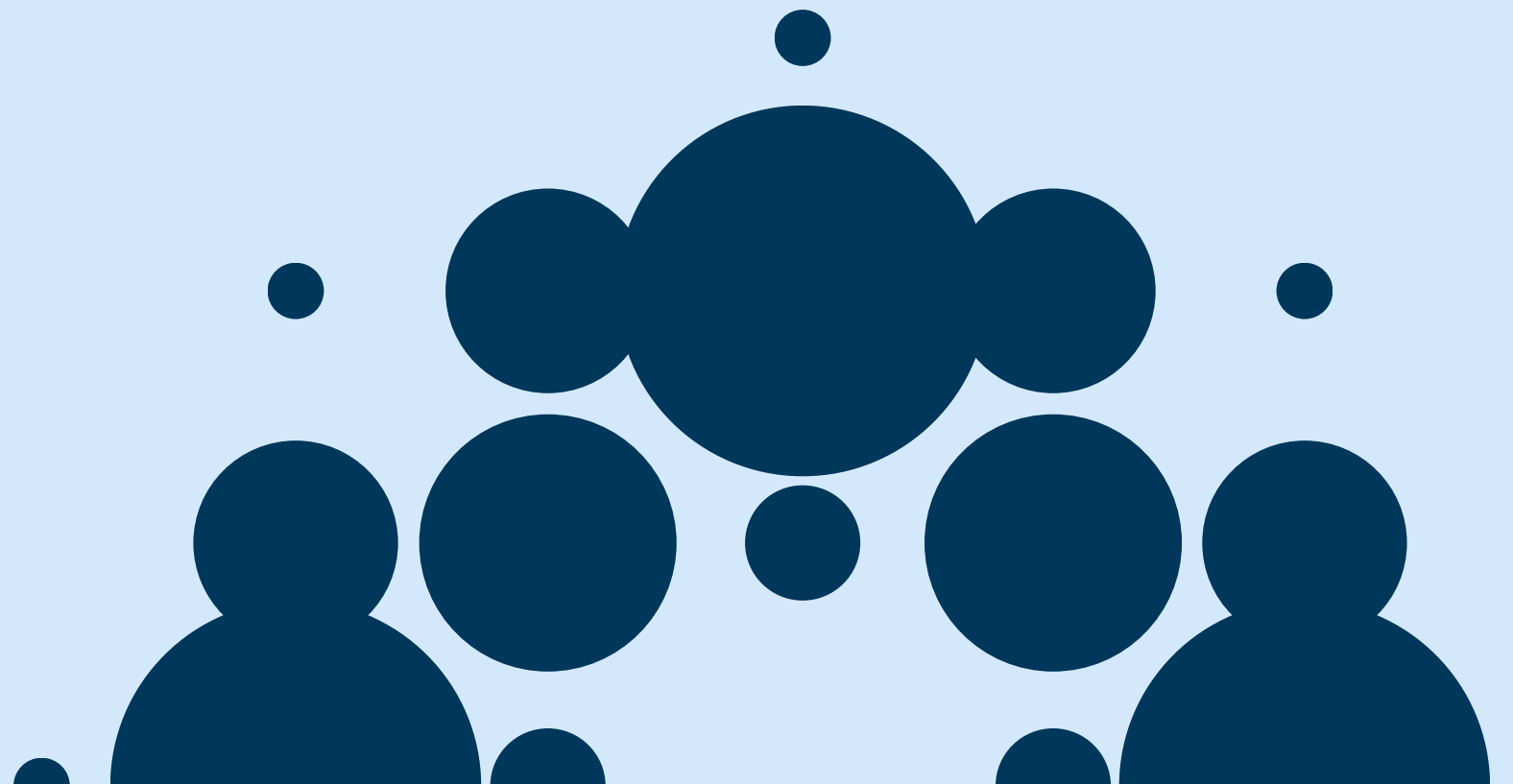
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Accuracy

Accuracy measures the proportion of correct predictions or decisions made by the AI agent, important for tasks like classification or forecasting.

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Response Time

Response time is crucial for customer-facing AI agents, such as chatbots or virtual assistants. It measures how quickly the AI responds to queries, impacting user satisfaction.

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Automation Rate

Measures the percentage of tasks or processes that are fully automated by AI agents. A higher rate indicates more successful automation and less human intervention required.

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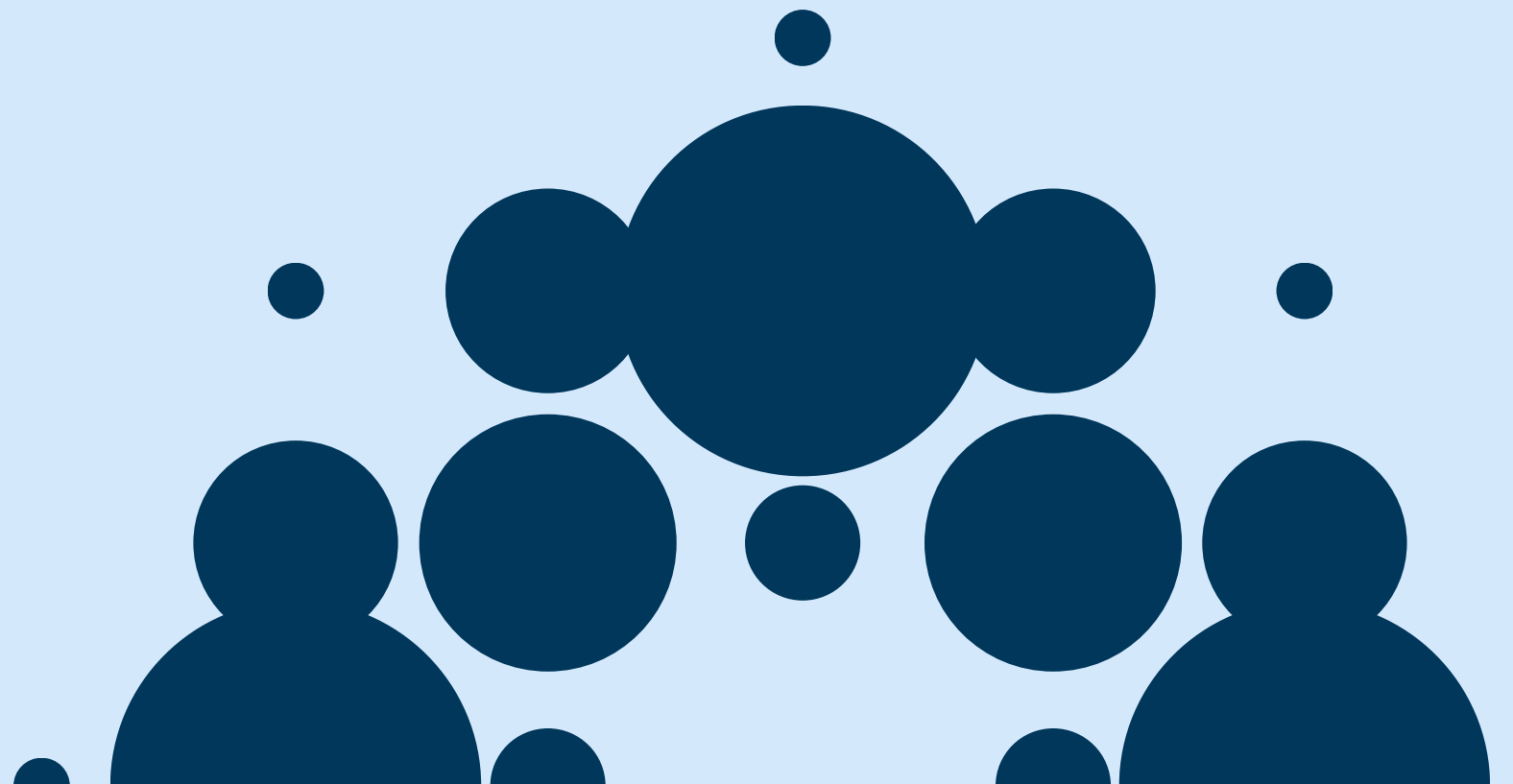
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User Satisfaction

Often assessed through surveys or feedback tools, this KPI evaluates how satisfied users are with the AI agent. It can cover aspects like ease of use, effectiveness, and engagement.
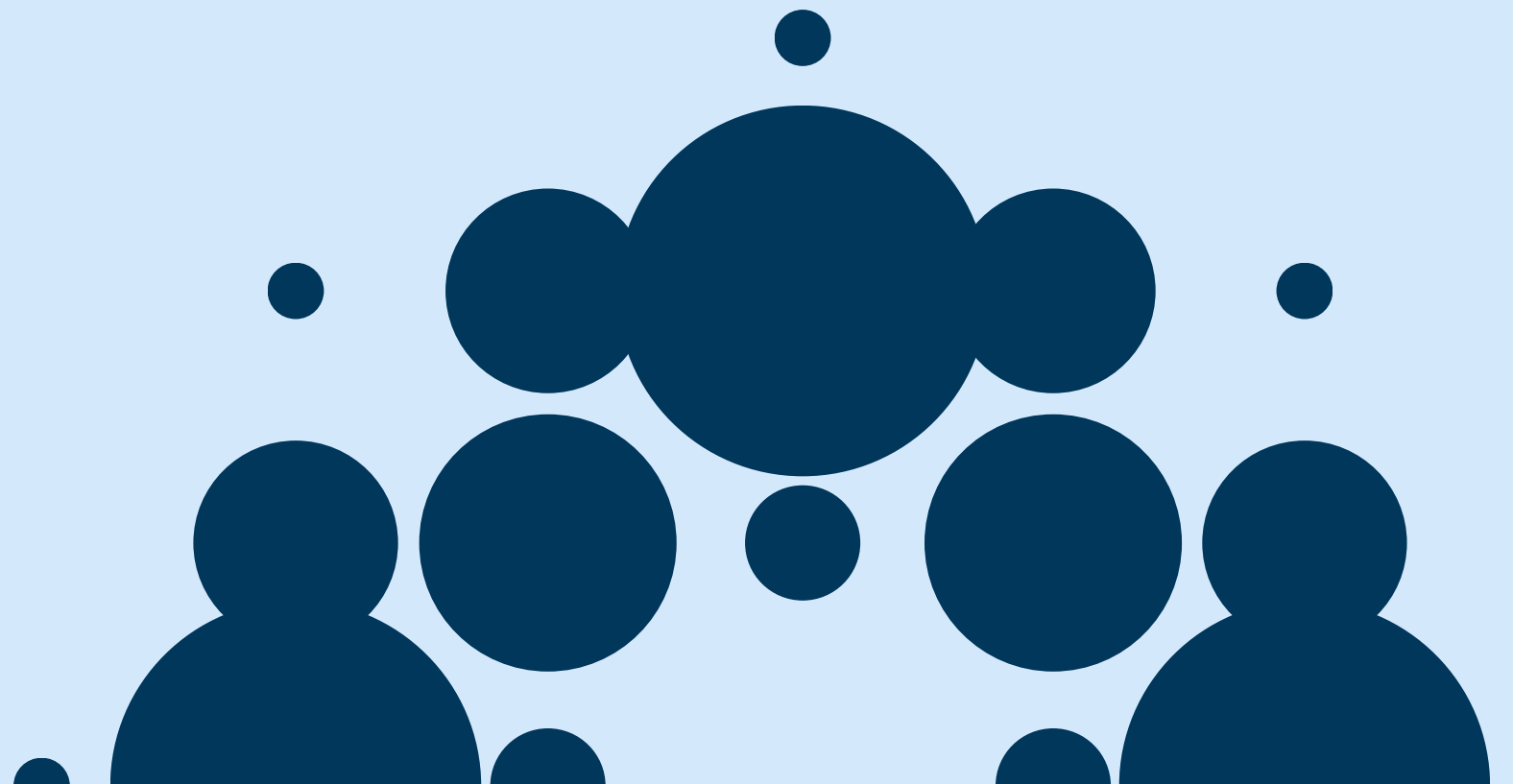
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Cost Savings

Calculates the reduction in operational costs attributed to the deployment of AI agents. This includes savings from labor reductions, decreased error rates, and other efficiency improvements.

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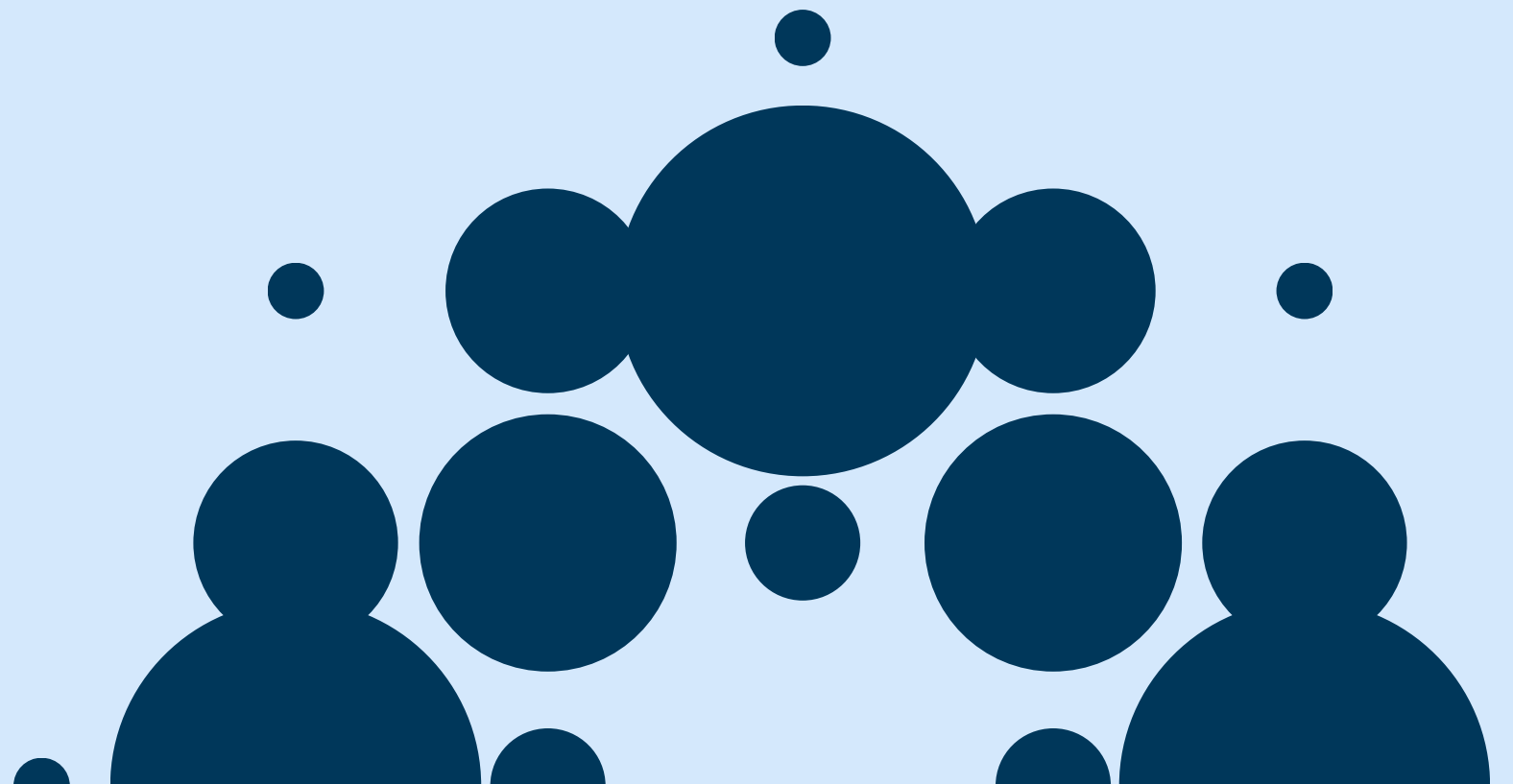
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Revenue Impact

Revenue impact shows the change in revenue directly related to AI agent deployments. This could be through new customer acquisitions, increased sales per customer, or enhanced product offerings.
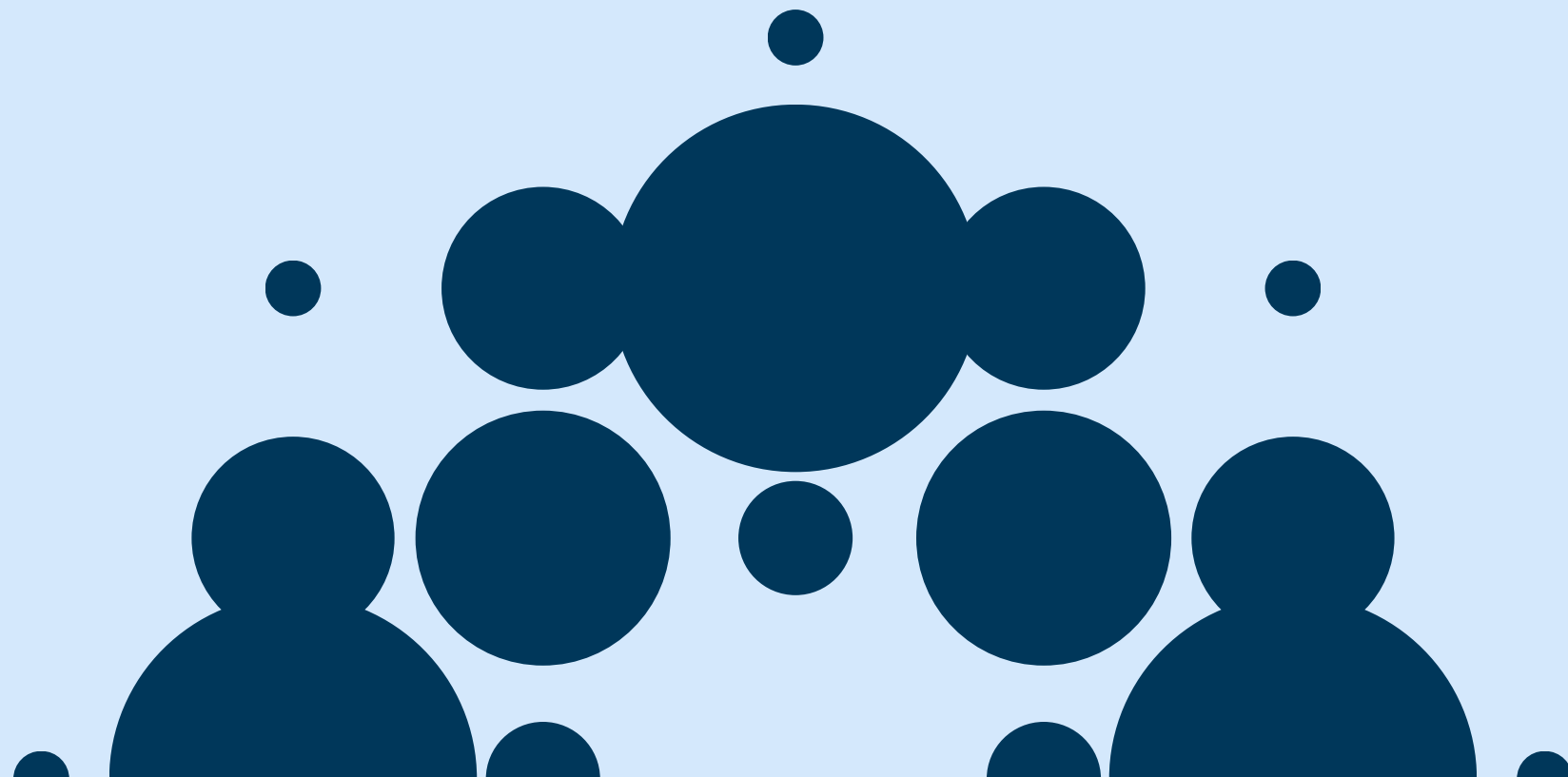
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Error Rate

Tracks the frequency of errors made by the AI agent. It's particularly important in high-stakes areas like finance or healthcare, where errors can have significant consequences.
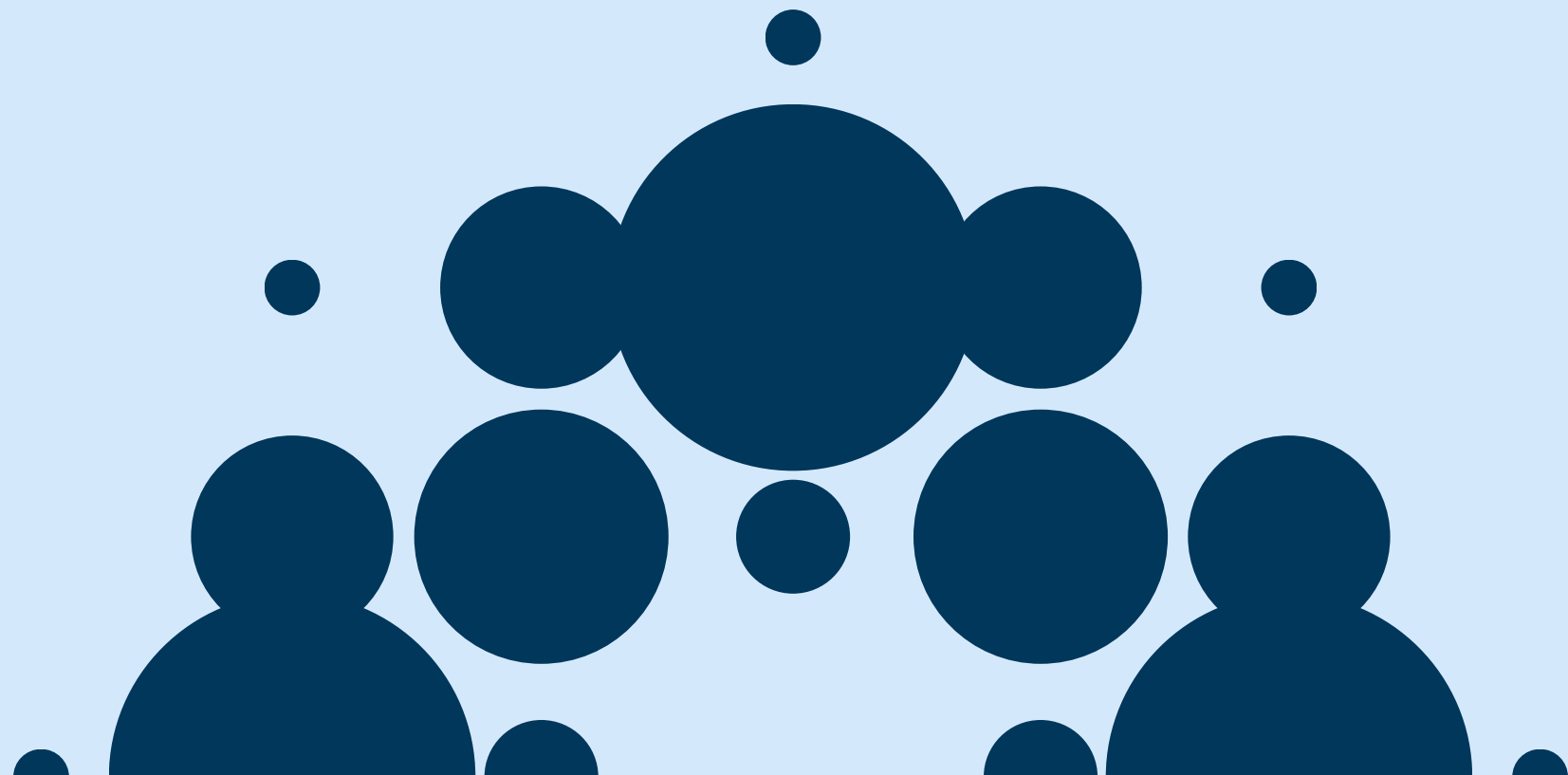
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Engagement Rate

Engagement Metrics: For AI agents interacting with users, such as in marketing or customer service, engagement metrics might include interaction rates, average handling time, or conversion rates.
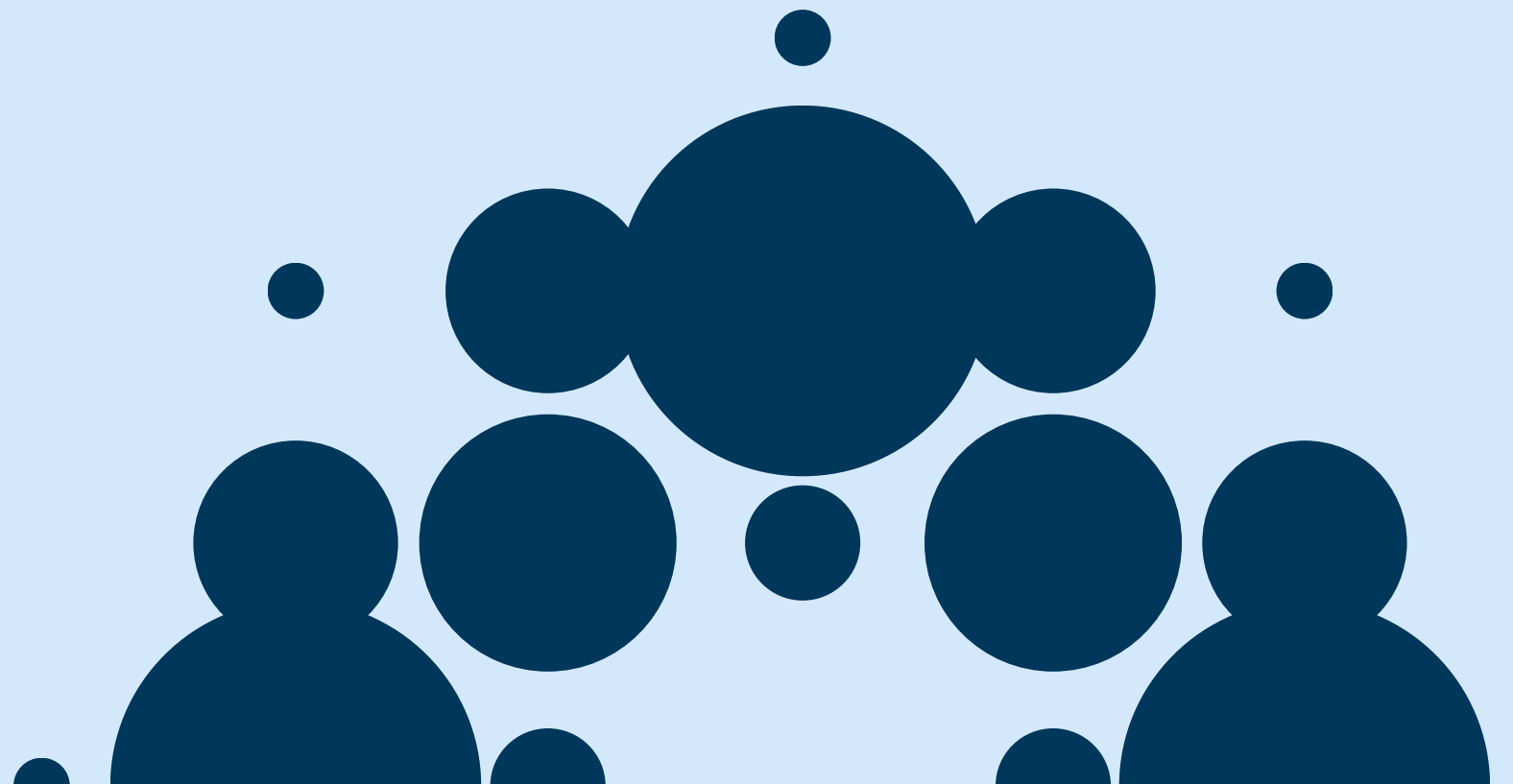
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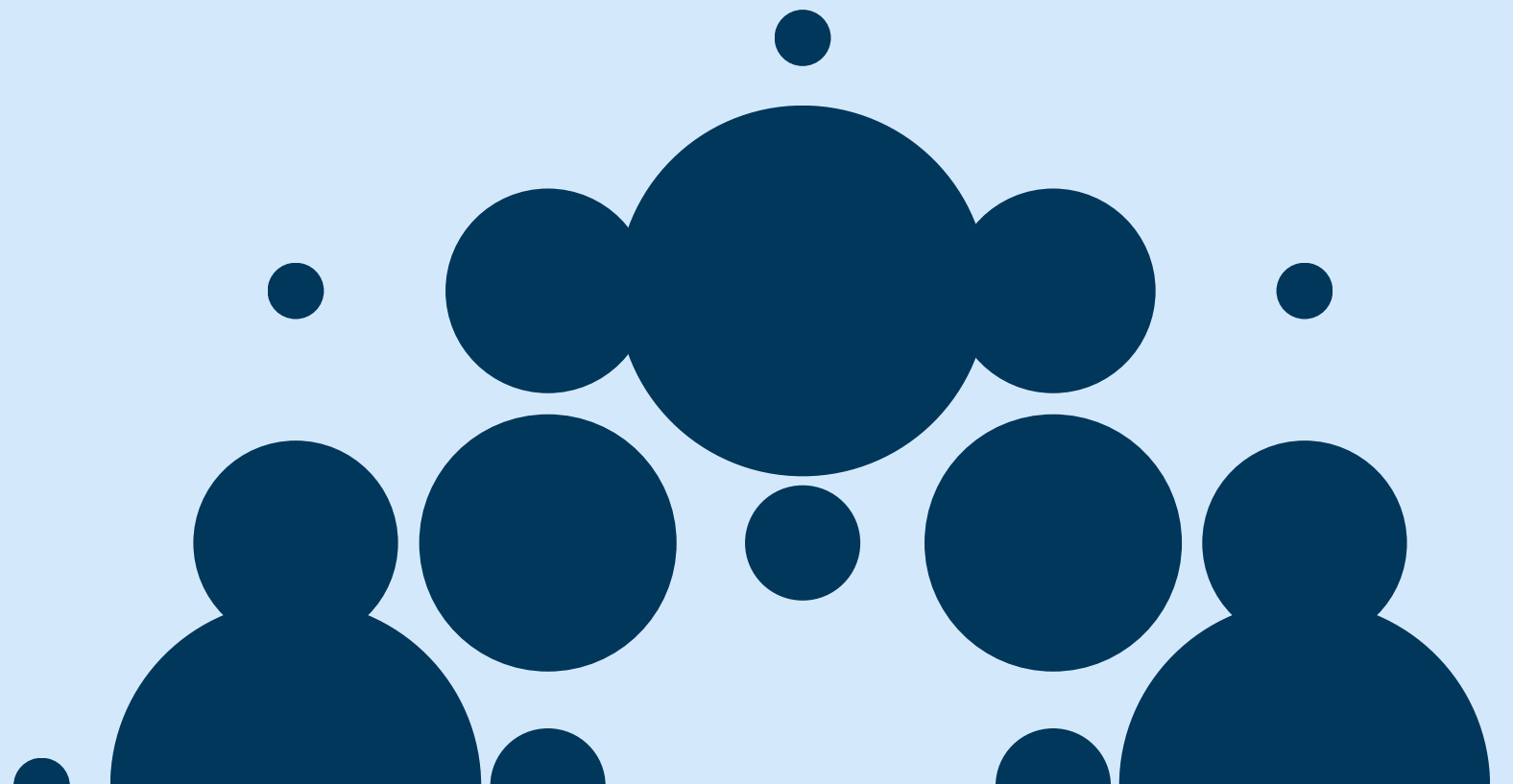
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Adoption Rate

Measures how quickly and extensively the AI agent is being adopted within the intended user base or customer segment. This can indicate the effectiveness of implementation and user training strategies
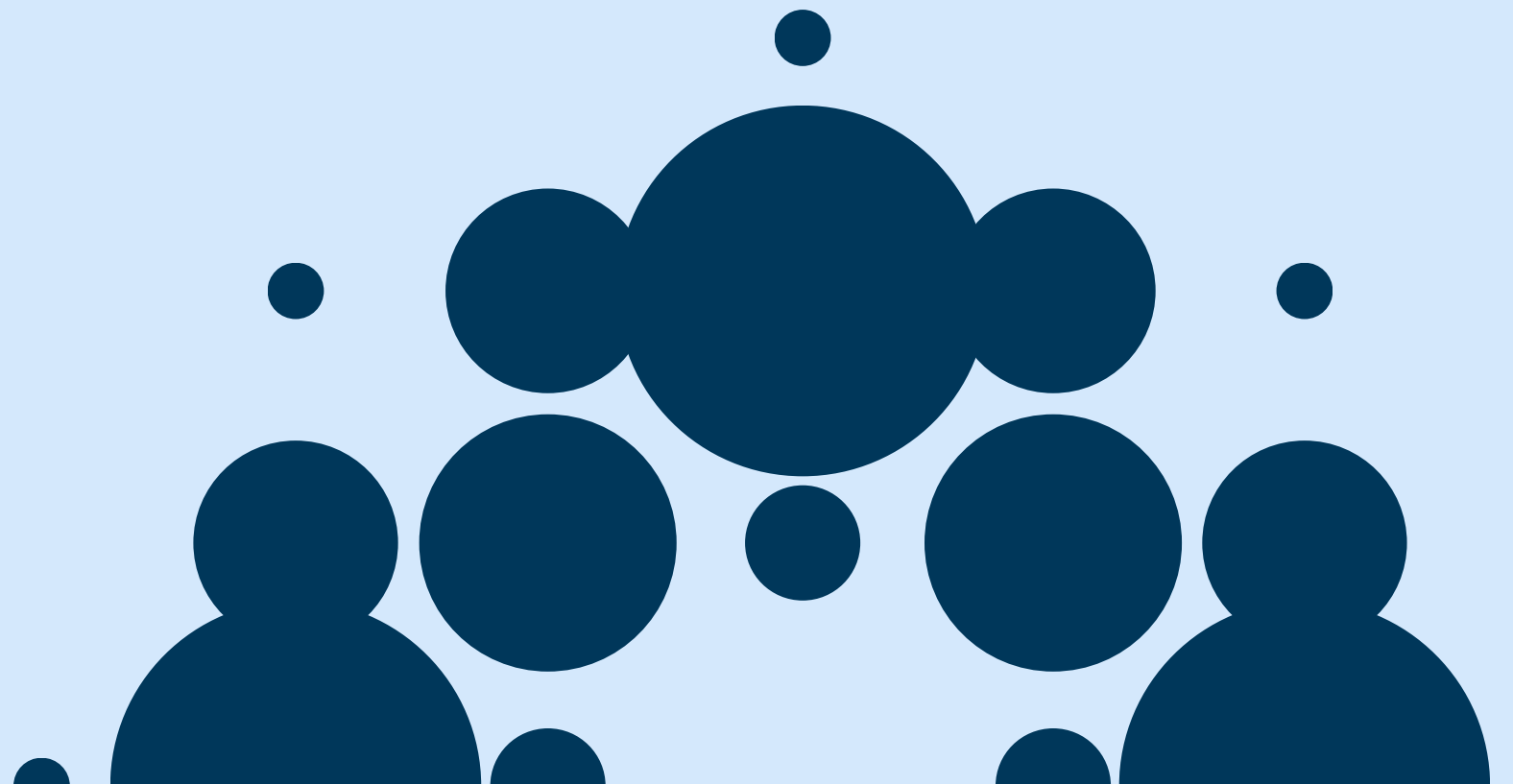
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Precision

Precision is important in contexts where the cost of false positives is high, this KPI tracks the accuracy of the AI agent in identifying true positives.

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About Biztory

Biztory helps forward-thinking companies to build their business on data + AI.
As a strategic data consultancy, we are on a mission to help companies & people achieve their highest level of data maturity. By bringing people together with trusted data and technology we accelerate the data journey of both your business and your people.

Learn more at biztory.com