

AI planning worksheet

1. What problems do you want to solve with AI?

Example: Reduce call center traffic on redundant requests, provide data-based product and service recommendations, and simplify compliance and reporting.

2. Who would it solve the problem for?

Examples: Executive leadership, mid-level management, IT, risk and compliance, frontline staff, consumers, examiners, and vendors.

3. Is your data ready for processing by an AI? List out the various platforms and databases where you store data. Can those databases talk to each other? Which of your vendors offers API support?

4. What aspects would be visible to your account holders?

Example: If you're deploying an AI chatbot, what does the user experience look like from start to finish? Or, if you're using an AI model to analyze account holder data to target your marketing campaigns, have you updated your disclaimers?

5. How will you monitor the AI and check for errors?

Example: Does the vendor provide comprehensive activity logging? How will you verify the accuracy of the AI's work? Which team member will be responsible for deploying the AI and monitoring KPIs?

6. Will the regulators approve of your implementation?

Example: Will you be able to comply with the FCRA and ECOA? What processes will you use to prevent UDAP violations? Does the vendor you're evaluating have experience deploying AI and working with regulators?

7. How will you measure success?

Examples: Call center deflections, account holders served by personal bankers, reduction in compliance reporting, marketing campaign effectiveness, account holder touch-points, engagement, lifetime value, attrition, CSAT. Make sure the KPI is something you've already been tracking so you can start with a baseline value.

If you would like to discuss more how you can get started with AI in your institution in a small, but impactful way, please visit agentiq.com to learn more or simply write to us at hello@agentiq.com.