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# Key Signs Your Customer Service Is Ready for AI

AI is a game-changer in the customer service world. But is your customer service ready for AI? Below are indicators of whether your organization is ready for AI, and signs that it's not.

## 8 Signs Your Customer Service Is Ready for AI

**Your policies are standardized.**
It's imperative to have standard procedures for handling **common customer issues** in order to implement AI. For example, if a customer reports a problem with a package that never arrived, there should be a protocol. With established methods, AI can follow them.

**You have high volumes of repetitive tasks.**
You need a big enough problem for AI to solve and consistent responses with which to help solve it. Repetitive ticket-like tasks are perfect for AI — it can manage them much faster than humans. The best part? AI doesn't get **burnt out** or frustrated like agents.

**You already leverage self-service tools.**
Do you leverage **self-service tools** for customers to find answers? Do you have a **robust FAQ library**? With these fundamentals in place, it's easier for AI to boost these efforts and provide customers with quick answers.

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**Your agents are overwhelmed with inquiries.**
AI can help ease the load of your customer service agents. Not only can it help staff feel less overwhelmed, but it also gives your customers the quick responses they desire.

**You have a high volume of tier-one customer support requests.**
Tier-one customer requests are ideal for AI because they can handle them quickly and precisely. Your agents can work through more complicated asks or **empathize** with an upset customer. On the other hand, if you only have a few tier-one issues a day, AI won't offer much noticeable relief.

**Your incoming volume rate spikes or plummets inconsistently.**
If your incoming support requests soar during certain times, it can be challenging for your agents to keep up. If numbers plummet, your agents sit there without work to do. AI helps by scaling to volume naturally. **Implementing AI** for these scenarios reduces waste and gives your customers a consistent experience.

**Your data is structured and accessible.**
AI will not be that useful if the answer to your customer's problem is written on scraps of paper or exists as a warehouse PDF. The data has to be accessible via API or webhooks.

**There is a source of truth to solve the customer's problem.**
Your data not only has to be accessible, but there also has to be a **source of truth** for the AI to reference. If nothing in your system holds the answer to the customer's question, then AI is stuck with the same problem as your human agents.

💡 **Gladly Pro Tip**

So you're ready for AI. Before you embark on purchasing an AI solution, **here are a few things to consider** to ensure you get the best return on your investment possible.

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