

Agentic AI Readiness Checklist

Assess whether your AI systems are prepared for real-world customer interactions. Identify assurance gaps across testing, trust, monitoring, governance, and optimization.

1. Can we validate AI before customers see it?

- ☐ AI is tested across realistic conversations and edge cases before deployment.
- ☐ Validation extends beyond scripted happy paths.

2. Can we detect incorrect or unsafe responses?

- ☐ Hallucinations, policy violations, bias, and unsafe outputs can be identified automatically.
- ☐ AI trust validation is built into deployment workflows.
- ☐ Teams have defined governance rules and escalation paths.

3. Are we testing full journeys rather than just components?

- ☐ AI is validated within complete customer journeys.
- ☐ Teams test handoffs between AI, IVR, systems, and human agents.
- ☐ CX quality is measured end-to-end, not interaction-by-interaction.

4. Would we know if AI behavior changed?

- ☐ Continuous monitoring is in place for drift and regressions.
- ☐ Teams have visibility into changing AI behavior and experience quality.
- ☐ Confidence scoring and alerts identify issues before customers do.

5. Do we have clear ownership of AI risk?

- ☐ Governance responsibilities are clearly defined across teams.
- ☐ Compliance, QA, CX, and AI stakeholders are aligned.
- ☐ Teams understand who owns validation, approvals, monitoring, and escalation.

6. Are we continuously optimizing AI performance?

- ☐ AI assurance is treated as an ongoing operational process.
- ☐ Recommendation engines and insights help prioritize improvements.
- ☐ Teams continuously refine prompts, workflows, and orchestration logic based on live performance data.

Ready to assess your AI readiness strategy?

Talk to [Cyara](#) about how leading organizations are validating and assuring AI-driven CX before customers are impacted.