Course 30 — AI for Support Automation & Agent Augmentation

Tier: 2 (Practitioner-Tutor, domain: customer service) · **Days:** 3 · **Cohort max:** 16 · **Ratio:** 1:16
Prerequisites: Customer-service/contact-center experience.
Tools provisioned: Chatbot platform sandbox, LLM access, agent-assist demo, sentiment/QA dataset.

Day 1 — Chatbot and voice agent design: intent mapping, escalation rules, fallback handling; build vs. buy.
Day 2 — Agent assist tools: real-time suggestions, knowledge retrieval, summarization; QA with AI (sentiment, compliance monitoring).
Day 3 — Capstone: support automation roadmap for a specific product/service; define metrics, escalation design, human oversight.

Capstone artifact: Roadmap + chatbot/agent-assist design document.
Tutor certification: Tier 2 (customer service) + rubric calibration.
Kit-specific notes: Escalation-design template mandatory; metrics worksheet supplied.

www.adeptelitesconsulting.com
info@adeptelitesconsulting.com • +254 182 837 692
GUIDING GROWTH WITH EXPERTISE