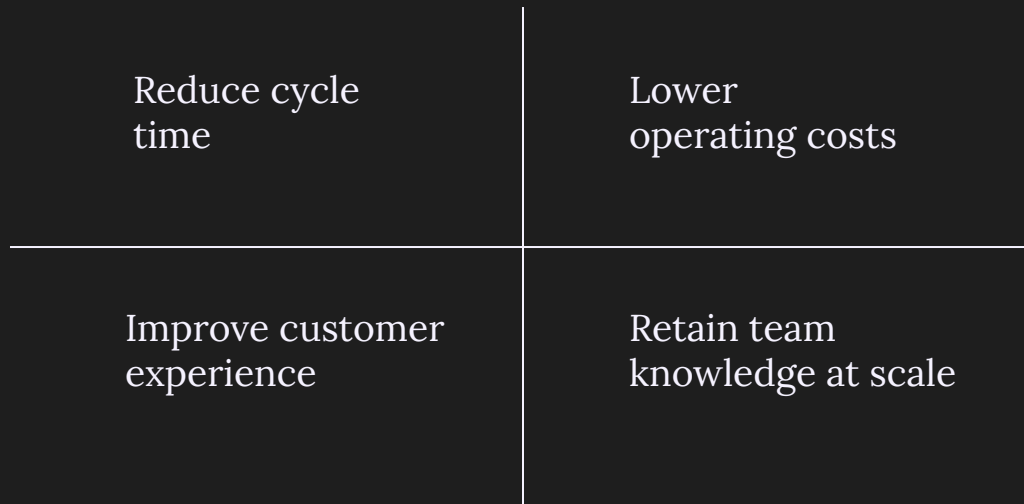# Board-Ready KPI Kit

Give executive and board-level stakeholders a clear, confident view of how AI initiatives are performing in a way that's framed around value creation instead of the tech jargon they might not understand. Use this deck to earn trust, secure budget, and steer the next phase of AI deployment.

# Exec Summary – *AI at [Company Name]: From Pilot to Value*

- AI Resolution Rate (ARR) increased 34% in 60 days.

- AI-assisted interactions reduced handle time by 42%.

- Net CSAT for AI-moderated tickets is within 1pt of human average.

- Projected $X annualized savings via Zero-Touch Ops pilot.

# Our "Why" – *Why We Invested in AI*

Reduce cycle
time

Lower
operating costs

Improve customer
experience

Retain team
knowledge at scale

*\*Use this slide to reinforce alignment with board-level business goals—not tech experiments.*

# KPI Framework – *The Practical AI KPI Set*

| KPI | Definition | Why It Matters | Good Range |
|---|---|---|---|
| ARR (Agentic AI Resolution Rate) | % of tickets resolved autonomously | Proves value from agentic automation | 25–40% |
| AI-FCR | AI First Contact Resolution | Indicates effectiveness of first-touch AI | 60–70% |
| AI-CSAT | CSAT for AI-handled interactions | Measures customer sentiment parity | Within 1–2 pts of human |
| AI-AHT | Average Handle Time (AI-assist) | Time efficiency during hybrid interactions | 30–50% faster |
| MTTR-R | Mean Time to Repair – Robotics | Ops efficiency for AI + hardware | 25% faster than baseline |

# KPI Highlights – *Where We're Winning (So Far)*

**ARR: 38%**

↑ 10% over target; top-performing AI agent handling Tier 1 support tickets.

**AI-AHT: 42% faster**

Customer care calls supported by GenAI agents resolved in 3m12s vs 5m28s baseline.

**AI-FCR: 63%**

On track; needs training updates for more complex workflows.

# Risk & Readiness Overview – *Guardrails, Gaps & Mitigation*

| Area | Status | Next Steps |
|------|--------|-----------|
| Data Compliance | ✅ In place | Red-teaming quarterly |
| Shadow AI Usage | ⚠️ Found 2 unapproved tools | Implement AppOmni governance |
| Model Drift Monitoring | ⚠️ Manual process | Automating alerts in Q3 |
| Human-in-Loop Safeguards | ✅ Active | Scaling to Finance workflows |

# Financial Impact – *Forecasted Business Value [Annualized]*

# What's Next – *Sale + Optimize*

- Expand GenAI support agents across two new LOBs.

- Pilot second robotics-assisted field ops team.

- Launch AI knowledge agent in internal IT portal.

- Incorporate explainability dashboards for governance reporting.

*Use this slide to reinforce alignment with board-level business goals—not tech experiments.*

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# Ask/Decision Slide – *Board Decision Points*

- Approve $X for next-phase infrastructure scale

- Endorse AI Governance Charter v1

- Support for robotics-trained talent initiative

# Appendix: KPI Definitions & Formulas

| KPI | Calculation |
| --- | --- |
| ARR | AI-resolved tickets ÷ total tickets |
| AI-FCR | AI 1st-touch resolved ÷ total AI-handled tickets |
| AI-CSAT | Avg. CSAT for AI interactions |
| AI-AHT | Avg. handle time with AI assist |
| MTTR-R | Repair time with robotics ÷ baseline repair time |

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# Templates & Tools Library (Downloadable)

⤓ **Maturity Self-Assessment**

⤓ **Robotics Team Interview Kit**

⤓ **Technical Readiness Checklist**

⤓ **90-day quick start plan**

⤓ **Board-Ready KPI Slide Deck**