**Slide title**: **NPS Category Mapping — From Pain Point → MVP (1-Pager)**

Turn manual “Comment → Channel → Major → Minor” into **controlled, auditable automation**.

**Key points (left column)**

* **Pain Today:** Manual tagging (2–4 min/record), inconsistent across people/time, hard to audit; analysts lose time for insights.
* **MVP (Controlled Automation):** Internal LLM (gpt-4o base) with **strict prompt + official taxonomy** → **JSON-only** output → **local validation (JSON + enums)** → **auto-repair retry** → **human-in-the-loop** for low confidence; **PII masking & full audit trail**.
* **Who Benefits:** NPS/VoC, Complaints, Service Quality; any **rule-based repetitive mapping** (ticket routing, CS topics, feedback labels).
* **Value (at ~125 items):** Manual **~2.0–2.5 h** → Automated **~25–70 min** (**~40–80% time saved**); **more consistent & explainable** labels; frees **~1–2 hours per batch**.
* **What’s Next:** 2-week pilot (Major ≥90%, Minor ≥85%, STR ≥70%); integrate to dashboards. **Needs:** taxonomy owner, gold set, integration point, compliance sign-off.

**Diagram labels (right column)**

