### **Section Quiz - Using AI to Drive Mistake-Proofing in Real-World Service Projects**

1. A home repair company keeps missing service appointments because addresses are incorrectly entered. What is the best way to start solving this using AI?  
 A. Train staff harder  
 B. Describe the full booking workflow to AI, including where addresses are entered  
 C. Replace the customer service team with an app  
 D. Ask AI to generate reminders without explaining the issue

**Correct Answer:** B. Describe the full booking workflow to AI, including where addresses are entered  
 **Explanation:** AI needs a full view of the workflow to identify weak spots and suggest meaningful fixes.

**Incorrect Options:** **A:** More training won’t solve a hidden system flaw.  
 **C:** Replacing staff skips the real process issue.  
 **D:** Generic reminders don’t target the root cause.

2. A health insurance call center wants to prevent errors in tricky claim scenarios. What’s a smart AI-powered training method?  
 A. Create a 200-page PDF training manual  
 B. Ask AI to simulate real call scenarios for practice  
 C. Have agents memorize every possible exception  
 D. Use reminders to tell staff not to make mistakes

**Correct Answer:** B. Ask AI to simulate real call scenarios for practice  
 **Explanation:** Scenario-based practice builds real-world skills and helps staff catch errors early.

**Incorrect Options:** **A:** Long manuals are hard to absorb under pressure.  
 **C:** Memorization fails when tasks are unpredictable.  
 **D:** Reminders alone don’t build capability.

3. An online tutoring center faces double-booked instructors. AI analysis reveals that two coordinators can assign the same time slot. What kind of mistake is this?  
 A. Human lapse  
 B. Process design flaw  
 C. Emotional decision  
 D. Poor customer behavior

**Correct Answer:** B. Process design flaw  
 **Explanation:** The system allowed a conflict to occur—AI exposed the structural gap behind the error.

**Incorrect Options:** **A:** The problem wasn’t human forgetfulness—it was system logic.  
 **C:** Emotions weren’t a factor—it was automation.  
 **D:** Customers didn’t cause the issue—staff workflows did.

4. A retail chain used ChatGPT to create inventory-tagging steps, but adoption was low. What did they do to fix this?  
 A. Hired consultants to retrain staff  
 B. Printed posters for each store  
 C. Embedded tips directly into the barcode scanning app  
 D. Sent weekly email reminders

**Correct Answer:** C. Embedded tips directly into the barcode scanning app  
 **Explanation:** Adding help at the point of use made the process easier to follow and harder to ignore.

**Incorrect Options:** **A:** Consultants weren’t needed—smart integration worked.  
 **B:** Posters often get missed on a busy floor.  
 **D:** Emails are easy to overlook or forget.

5. A financial team reduced monthly reconciliation errors by 80%. Which strategy did they use?  
 A. Added more manual review steps  
 B. Fired low-performing staff  
 C. Applied layered AI suggestions like logic checks and status alerts  
 D. Delayed reconciliation to reduce stress

**Correct Answer:** C. Applied layered AI suggestions like logic checks and status alerts  
 **Explanation:** The team combined prompts, checks, and workflow redesign to catch errors before they happened.

**Incorrect Options:** **A:** More manual checks didn’t solve the issue—AI-guided design did.  
 **B:** Staff performance wasn’t the core problem—process flaws were.  
 **D:** Delaying work doesn’t remove mistakes—it postpones them.