

Support Agent Training Module: Handling Enterprise AI Failures

Module: Advanced Technical Support (L2 Focus)

Duration: 90 Minutes

Objective: Equip L2 agents to diagnose and communicate effectively during failures of AI/ML-driven features.

Section 1: Understanding AI Failures

AI issues rarely mean "the code broke"; they often mean **the prediction was wrong**.

- **Technical Failure:** A microservice outage, API latency, or a database connection failure. (*Handled by SRE/R&D - PO/P1*)
- **Model Failure (Drift):** The model is running, but the data it sees now is statistically different from its training data, leading to poor performance (inaccuracy). (*Handled by Data Science/L2 - P2*)
- **Configuration Failure:** The user fed the wrong data types or formats to the AI block in the workflow. (*Handled by L1/L2 - P3/P2*)

Section 2: L2 Diagnostic Checklist (AI-LT-504 Errors)

When receiving an AI latency or timeout error, follow this checklist before escalating to R&D:

Step	Action	Rationale
1. Verify Input Payload Size	Use the internal logger to check the size of the data packet passed to the AI block.	Payloads cause timeouts. Advise client to pre-process data.
2. Check Model Health Dashboard	Look up the specific Model ID (e.g., NexaCore-TSM v1.2) in the R&D Model Dashboard.	Check the Confidence Score and Data Drift warning. If low, model re-train is needed.
3. Test with Known Good Data	Run the client's workflow with a small, pre-approved "clean" test data set.	If the clean data works, the client's current input data is the problem (Go back to Configuration).
4. Regional Latency Check	Ping the AI inference endpoint from the client's	Confirm network latency is not the root cause before

	regional API Gateway.	involving SRE.
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Section 3: Communication - Setting Expectations

- **Avoid:** "The AI is broken."
- **Use:** "There appears to be a **prediction confidence deviation** in your customized model instance."
- **Expectation Setting:** Model re-training is not an instant fix. Inform the client that a re-train cycle typically takes [redacted] and will require additional configuration testing.