CX AI Toolkit â Joule & ML for Case Routing

Practical patterns to add low-latency, explainable ML inference via Joule
to SAP CX for reliable case routing and automation.

Problem

Contact centers struggle to scale routing and prioritization. Heavy AI projects
are slow; rules-only systems miss subtleties.

Solution

A toolkit of small, focused models executed via Joule endpoints with clear
inference contracts, confidence-driven decisioning, and robust fallbacks.

5-step Implementation

1. Scope 1â 2 high-value intents and gather labeled examples
2. Train lightweight models and create inference contract
3. Expose models via Joule with explainability and confidence scores
4. Implement Decision Engine blending model output with business rules
5. Pilot, measure routing accuracy and SLA improvements

Key KPIs

â¢ Routing automation rate for pilot intents: aim 40â 60%
â¢ SLA adherence improvement: target +15â 25%
â¢ Inference latency (95th percentile): under 250ms

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