



Template: ChatGPT Plugin Implementation Checklist

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Based on Article: "OpenAI expands ChatGPT's plug-ins with app-like interfaces and automations | TechCrunch"
Website: <https://answerridge.com>

A practical checklist for customer support leaders to implement OpenAI's ChatGPT plug-ins with app-like interfaces and automations.

Checklist Items:

- ☐ **1. Confirm Access Scope**
Verify which records the connector can read and whether it can write back into your ticketing system to ensure proper data handling.
Reference Section: Near-term watch points
- ☐ **2. Check Auditability**
Ensure that there is a clear action log for any automated actions taken by the system, including a timestamp, actor, and reason for the action.
Reference Section: Near-term watch points
- ☐ **3. Test Reliability Under Load**
Run tests to observe system behavior when a lookup fails mid-conversation and ensure that there is a graceful fallback to maintain trust.
Reference Section: Near-term watch points
- ☐ **4. Evaluate Resolution Quality**
Compare first-contact resolution rates before and after implementation to measure the effectiveness of the new system.
Reference Section: Near-term watch points
- ☐ **5. Identify High-Volume Contact Areas**
Analyze where the majority of your support queries occur and focus on automating those repetitive tasks to enhance efficiency.
Reference Section: What customer support and CX leaders should take from it
- ☐ **6. Design for Speed**
Streamline processes to reduce handoffs and minimize the time spent on repetitive tasks, enabling agents to focus on more complex issues.
Reference Section: What customer support and CX leaders should take from it
- ☐ **7. Pilot Testing with a Small Group**
Start with a test group of five agents to safely trial the new system before a full rollout, allowing for adjustments based on feedback.
Reference Section: Near-term watch points

- **8. Explore Plugin Capabilities**
Investigate the specific functionalities of the new app-like interfaces and automations to understand how they can be integrated into current workflows.
Reference Section: OpenAI expands ChatGPT's plug-ins with app-like interfaces and automations