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An AI-first business of Pronix Inc.

PILOT BLUEPRINT · PNX-GDE-560

Agent Assist Pilot

A pronix.ai pilot blueprint covering agent assist pilot. Scope, approach, reference architecture, roles, delivery cadence, guardrails and unit economics — written for enterprise leaders funding real programs, not evaluating slideware.

PREPARED FOR

CIO, Chief AI Officer, VP Contact Center, COO

PREPARED BY

pronix.ai Strategy Practice, Enterprise AI & CX advisory

EDITION

Updated Q1 2026 · Pilot Blueprint

STRATEGY · IMPLEMENTATION · TALENT pronix.ai/resources

EXECUTIVE SUMMARY

Agent Assist Pilot

A pronix.ai pilot blueprint covering agent assist pilot. Scope, approach, reference architecture, roles, delivery cadence, guardrails and unit economics — written for enterprise leaders funding real programs, not evaluating slideware.

90 days

To first production increment

2-week

Delivery cadence

Fixed-fee

For defined scopes

What you'll take away

- Scope discipline that makes the first increment ship in weeks, not quarters
- The reference architecture and platform choices for this workload
- The role card and RACI that keep delivery on cadence
- Guardrails, evaluation and audit patterns your risk officer will sign off on
- Unit economics and how to instrument them from day one

Audience: CIO, Chief AI Officer, VP Contact Center, COO

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SECTION 01

The 8-week pilot

A time-boxed 8-week pilot on a real queue, ending with a production-ready increment and a decision on whether to scale — not a slide deck with projected ROI.

In our engagements, the practical work in this section usually breaks down into three deliverables: scope discipline that makes the first increment ship in weeks, not quarters; the reference architecture and platform choices for this workload.

Enterprise outcomes here come from production discipline, not slideware. Named owners, shipped guardrails, evaluation harnesses in CI and instrumented unit economics turn a promising pilot into a portfolio the board is willing to fund again next year.

SECTION 02

Success criteria

Signed before kickoff. Measured in containment or resolution rate, AHT delta, CSAT-proxy and cost-per-contact. Anything not on this list is out of scope for the pilot.

In our engagements, the practical work in this section usually breaks down into three deliverables: scope discipline that makes the first increment ship in weeks, not quarters; the reference architecture and platform choices for this workload.

Enterprise outcomes here come from production discipline, not slideware. Named owners, shipped guardrails, evaluation harnesses in CI and instrumented unit economics turn a promising pilot into a portfolio the board is willing to fund again next year.

WHAT GOOD LOOKS LIKE

The reference architecture and platform choices for this workload

SECTION 03

Scope discipline

One channel, one intent family, one language. Discipline in the pilot is what makes the scale-up viable — pilots that try to prove everything typically prove nothing.

In our engagements, the practical work in this section usually breaks down into three deliverables: scope discipline that makes the first increment ship in weeks, not quarters.

Enterprise outcomes here come from production discipline, not slideware. Named owners, shipped guardrails, evaluation harnesses in CI and instrumented unit economics turn a promising pilot into a portfolio the board is willing to fund again next year.

SECTION 04

Evaluation harness

Golden set curated from production traffic. Runs in CI on every prompt or model change. Pass thresholds gate promotion to production.

In our engagements, the practical work in this section usually breaks down into three deliverables: guardrails, evaluation and audit patterns your risk officer will sign off on.

Evaluation is engineering, not vibes. Curate golden sets that reflect real traffic distributions, run them in CI on every model or prompt change, and hold the line on task success rate, hallucination bounds and cost per successful resolution — not just aggregate accuracy.

WHAT GOOD LOOKS LIKE

Guardrails, evaluation and audit patterns your risk officer will sign off on

SECTION 05

Scale-up decision

End-of-pilot readout to sponsoring executives with real production numbers, a scaled unit-economics forecast and a Go / No-go recommendation.

In our engagements, the practical work in this section usually breaks down into three deliverables: scope discipline that makes the first increment ship in weeks, not quarters; the reference architecture and platform choices for this workload.

Enterprise outcomes here come from production discipline, not slideware. Named owners, shipped guardrails, evaluation harnesses in CI and instrumented unit economics turn a promising pilot into a portfolio the board is willing to fund again next year.

FREQUENTLY ASKED

Questions from enterprise buyers

What outcomes should we expect in the first 90 days?

A single production increment on a real queue, an instrumented unit-economics dashboard, and a documented delivery cadence your internal team can carry forward.

Do we need to be on a specific platform to engage pronix.ai?

No. We are certified across Amazon Connect, Genesys Cloud, NICE CXone, Five9, Kore.ai, Salesforce Agentforce, Microsoft Dynamics 365 and Google CCAI, and we deploy on AWS Bedrock, Azure AI Foundry, Google Vertex AI, OpenAI Enterprise and Anthropic Claude.

How is pricing structured?

Fixed-fee for defined scopes (pilots, migrations, implementations) and blended monthly for managed run. Talent solutions are per-role, per-month with defined replacement guarantees.

TURN THIS INTO A DECISION

Book a 30-minute working session.

Bring your platform, data, seats and delivery constraints. A pronix.ai strategy or CX engineering lead will walk this document through with your team and adapt it — no slideware, no generic playbook.

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