Conversational Analytics Readiness Checklist

No	Key Areas to Evaluate	✓
01	**Strategic Goals** ▶ Do you have a clear purpose for conversational analytics (e.g., improving customer support)? ▶ Have you defined measurable KPIs?	
02	**Data Readiness** ▶ Do you have access to relevant conversation data (like chat logs, emails, or transcripts)? ▶ Is the data clean, structured, and stored securely?	
03	**Technology & Tools** ▶ Do you have or plan to use AI platforms that support analytics (e.g., Ajelix, IBM Watson, Dialogflow)? ▶ Are these tools compatible with your current systems?	
04	**Team Capability** ▶ Are stakeholders (tech + business) aligned on goals and outcomes? ▶ Do you have team members skilled in analytics, AI, or data?	
05	**Integration & Infrastructure** ▶ Can your existing tech stack (CRM, helpdesk, chatbot, etc.) integrate with conversational analytics tools? ▶ Do you have IT support for deployment and maintenance?	
06	**Budget & Compliance** ▶ Are you prepared to manage data privacy and comply with regulations like GDPR or CCPA? ▶ Have you allocated budget for setup, training, and upkeep?	