

# Zendesk & AI readiness checklist

This checklist is based on Vaimo's masterclass: Less admin, more customer experience

[Watch the recording](#)

## 5 steps to implement AI in your customer service

### 1 Foundation first, then AI

Your AI is only as good as the process you teach it

### 2 Start small with AI

3-5 use cases, then scale based on success

### 3 Support your team, don't replace them

AI empowers agents to focus on what matters

### 4 Learn and develop together

Continuous improvement is the goal

### 5 Focus on customer experience

Not just efficiency - meaningful connections

Ready to transform your customer service with AI?

[Contact us](#)