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COURSE BROCHURE

AI Chatbot Grounding and Human Handover Design Training Course

24 – 28 January 2027
Muscat

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Registered in the United Kingdom and Saudi Arabia

AI Chatbot Grounding and Human Handover Design Training Course

Ref: 823_31279 **Date:** 24 – 28 January 2027 **Location:** Muscat **Fees:** 6500 GBP

AI Chatbot Grounding and Human Handover Design is a 1-week training course for contact centre managers and service operations leads who decide what a chatbot may answer and when a person takes over, and each participant builds a Bot Grounding and Handover Specification. Generative bots now answer customers directly, so an ungrounded reply or a missed escalation reaches the public at once. Jupiter Prime Training offers AI Chatbot Grounding and Human Handover Design.

Why AI Chatbot Grounding and Human Handover Design Matters Now

Three pressures shape service bots today. Generative engines write fluent answers that can drift from approved policy; customers expect a bot to hand them to a person without repeating their story; and agents now work beside assist tools that draft replies and summaries. A contact centre that grounds its bot and designs handover well lowers queue pressure and complaint risk. The course draws on ISO/IEC 42001, the AI management system standard, and the NIST AI Risk Management Framework NIST AI RMF.

Who Gains Most from AI Chatbot Grounding and Human Handover Design

- Contact centre leaders who own queue, handling time and resolution targets
- Service operations specialists who design routing and escalation paths
- Knowledge managers who keep articles accurate for agents and bots
- Conversation designers who shape intents, prompts and dialogue tone
- Quality and complaints leads who review bot transcripts and failures

A service operation that sends a desk leader, a knowledge owner and a conversation designer together gains most.

AI Chatbot Grounding and Human Handover Design Capabilities

Participants leave able to specify what a bot may say, from which sources, and exactly when a person takes over.

- Assess which contact reasons suit a bot, agent assist or a person — the service channel strategy
- Design an intent taxonomy and clarifying flows — conversation designers and analysts
- Specify grounding sources, citation rules and confidence thresholds — knowledge owners
- Build escalation triggers and context transfer fields — live agents receiving the customer
- Test bot answers with adversarial prompts before release — the quality and risk lead
- Calculate containment and true resolution rates — the service leadership team

Key AI Chatbot Grounding and Human Handover Design Terms

- Grounding — limiting a bot's answers to approved knowledge sources so each reply can be traced to a current article.
- Intent — the goal a customer expresses in a message, such as changing a booking or querying a bill.
- Containment Rate — the share of conversations a bot completes without a live agent joining.
- Human Handover — the transfer of a conversation from a bot to a live agent with its context.
- Hallucination — a fluent bot answer that is not supported by any approved source.
- Agent Assist — tools that suggest replies, summaries or next steps to a live agent during a contact.

AI Chatbot Grounding and Human Handover Design Day by Day

Day 1: Where Bots Fit in Service Operations

- Contact Demand Profiling by Reason Code — Which Journeys Suit Automation
- Bot, Agent Assist or Human Only Triage — Choosing the Service Mode
- Generative Versus Scripted Dialogue Engines — Control Over Answers
- Containment, Deflection and Resolution Definitions — Agreeing What Success Means
- Service Blueprint of Bot and Desk Touchpoints — Ownership of Each Step

Day 2: Intent Design and Conversation Flows

- Intent Taxonomy Built from Call Transcripts — Coverage Versus Confusion
- Utterance Sets and Entity Slots — Training Data Sufficiency
- Clarifying Question and Disambiguation Patterns — Avoiding Dead-End Loops
- Persona, Tone and Accessibility Guidelines — Brand Voice in Chat
- Conversation Flow Prototyping with Test Users — Fixing Friction Before Launch

Day 3: Grounding Answers in Approved Knowledge

- Retrieval-Augmented Generation over Knowledge Articles — Answer Accuracy Controls
- Knowledge Article Structuring and Ownership — Keeping Sources Current
- Citation and Confidence Thresholds — When a Bot Must Not Answer
- Hallucination Testing with Adversarial Prompts — Release Readiness
- Agent Assist Suggested Replies and Summaries — Desk Productivity Gains

Day 4: Handover Rules and Oversight

- Escalation Triggers on Sentiment, Repetition and Risk Topics — Timing of Handover
- Context Transfer Packet to the Live Agent — No Repeat Questions
- Vulnerable Customer and Complaint Detection — Mandatory Human Routes
- ISO/IEC 42001 AI Management System — Accountability for Bot Behaviour
- NIST AI RMF Map, Measure, Manage — Risk Log for Conversational Tools

Day 5: Practising the Bot Grounding and Handover Specification

- Intent Set for a Utility Billing Bot — Applying Taxonomy Methods
- Grounding Test Pack for an Airline Rebooking Bot — Applying Hallucination Checks
- Handover Rule Matrix with Context Fields — Applying Escalation Triggers
- Containment and Resolution Scorecard — Monitoring After Go-Live
- Bot Grounding and Handover Specification — Sign-Off by Service Leadership

Applying AI Chatbot Grounding and Human Handover Design After the Course

- Run a hallucination test pack against the twenty most asked questions of a live bot
- Audit fifty handed-over chats to check that context fields arrived and customers were not asked again

AI Chatbot Grounding and Human Handover Design Questions FAQ

What is AI Chatbot Grounding and Human Handover Design and why does it matter now?

AI Chatbot Grounding and Human Handover Design is the practice of tying bot answers to approved knowledge and setting clear rules for passing customers to people. It matters now because generative bots speak directly to customers at scale.

Which roles gain most from AI Chatbot Grounding and Human Handover Design?

Contact centre managers, service operations leads and knowledge managers gain most from AI Chatbot Grounding and Human Handover Design. Conversation designers and quality leads also benefit.

How does AI Chatbot Grounding and Human Handover Design differ from a general AI customer service course?

AI Chatbot Grounding and Human Handover Design goes deep into bot build decisions such as intents, grounding sources and handover rules, rather than the wider service strategy.

What do you bring back from AI Chatbot Grounding and Human Handover Design?

You bring back a specification with an intent set, a grounding test pack, a handover rule matrix and a containment scorecard.

AI Chatbot Grounding and Human Handover Design: The Way Forward

The Bot Grounding and Handover Specification first informs whether a bot is ready to answer customers on a given journey. Service leaders, knowledge owners and conversation designers use it to approve sources, thresholds and escalation rules. After its first use, the perspective worth revisiting is what customers experience at the moment of handover.