

# CH Consulting Group

# CX & AI Readiness

# Scorecard

Organization Name \_\_\_\_\_

Industry / Sector \_\_\_\_\_

Evaluation Period \_\_\_\_\_

Evaluated By \_\_\_\_\_

Date \_\_\_\_\_

**Total Score**  
**Final Score:** \_\_\_\_\_ / 100

- Overall Rating:**
- Advanced Readiness
  - Developing Readiness
  - Needs Improvement
  - Early Stage

Criteria	Weight (%)	Score (1-5)	Weighted Score
CX Strategy & Leadership Alignment	20	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	_____
Workforce Readiness & Performance Systems	20	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	_____
Quality Assurance & Performance Calibration	15	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	_____
VoC, Data Readiness & Insights	15	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	_____
CX & AI Technology Integration	15	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	_____
AI Readiness, Use Cases & Automation Strategy	15	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	_____
<b>Operational Notes</b>			_____ _____

**Recommendation**

- Maintain Current Strategy
- Targeted Operational Improvements
- CX Performance Optimization
- AI Readiness Assessment

**Score Interpretation Guide**

Best used for organizations evaluating AI readiness, automation opportunities, CX operational maturity, and technology alignment.

- 80–100 | Advanced Readiness** Strong CX leadership, operational systems, and technology foundations are in place.
- 60–79 | Developing Readiness** Many capabilities exist, but gaps may remain in leadership alignment, performance systems, or technology integration.
- 40–59 | Needs Improvement** Operational structures may be inconsistent or not fully integrated across CX teams.
- Below 40 | Early Stage** Core CX leadership, systems, and technology foundations may still be developing.