

AI Assistant Galat Jawab De Raha Hai? Paanch Wajah

Woh chup nahi hota jo galat hota hai — woh chup nahi hota jo sahi but late hota hai. Galat wala chillata hai.

93%
companies ke AI answers mein kam se kam ek fact galat tha — ek badi audit, real companies ke baare mein

99%
mushkil everyday money sawalon pe kuch models itna galat jawab de sakte hain

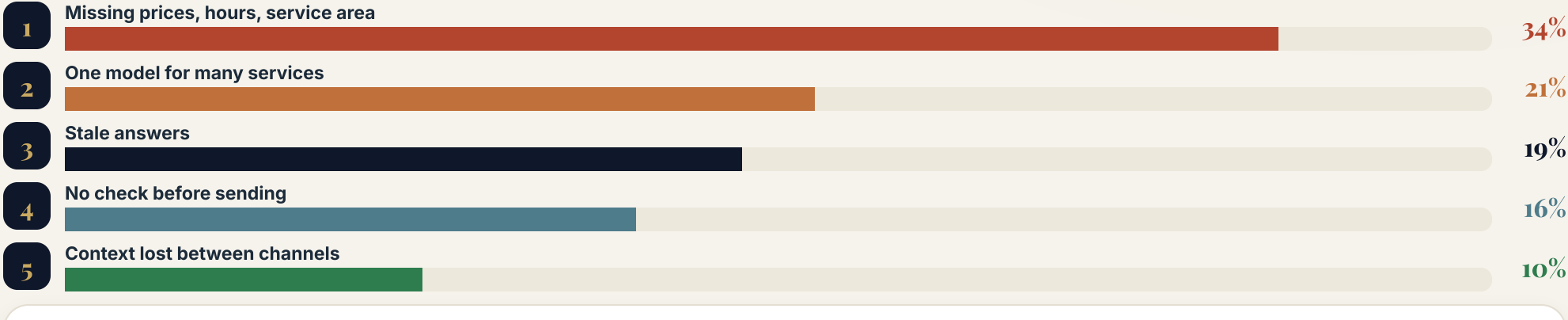
233→362
documented AI incidents — 2024 se 2025 ke beech

5
wajahan jo aap is hafte, aam taur par free theek kar sakte hain

CHAPTER 1 · THE SYMPTOM

Galat Jawab Kahan Se Aata Hai

Model ki galti sabse kam hai. Baaki 80%+ asli model ka breakdown nahi hai — chittha aur chokidar ki galti hai.



Is list mein "model dumb" naam ka koi item nahi hai. Roz ke business use mein language model sabse kam interesting variable hai — tool'ta hai uske aas-paas ka system.

Share of wrong replies traced to each cause (%). **Anagata enquiry-audit pattern review — illustrative, published academic dataset nahi.**

CAUSE 1 · SABSE BADA, SABSE AASAN

Chhe Jaankari Jo Assistant Ko Pehle Se Pata Honi Chahiye

Yehi woh number hai jo blog ke apne audit mein 34% galat jawabon ki wajah banta hai.

1
Exact services
Aap kya karte hain — aur, utna hi zaroori, **kya nahi** karte. "Hum orthodontics nahi karte" ek line mahine ke teen awkward cancellations bacha leti hai.

2
Real fees, aur kya shamil hai
"Packages available from ₹X" nahi. Asli number, usme kya hai, aur kya alag. Agar fee badalti hai to bataiye ki kya badalta hai.

3
Live timings
Ajeeb waqt bhi: half day, doctor ke apne hours, wo ek shaam jaldi band, festival-season change.

4
Service area
"Lucknow and nearby" jawab nahi hai jab Kanpur se pooch raha ho. Saaf bataiye kis jagah aap nahi jaate.

5
Process aur lead time
Kaam sach mein kitne din leta hai. "Do teen din" aur "do hafte" mein farq bada — customer ko din chaar pe mehsoos hota hai.

6
Handoff rules
Kaunsi sawaal kabhi auto-answer nahi: complaint, refund, medical ya legal advice, paise ki baat. Ye **har baar insaan** ke paas.

In chhe jawab ko ek hi jagah likhiye — ek page, ek shared note, ek chhota document. Usi din wo document aapka bhi source of truth ban jata hai. Owners batate hain ki likhne se hi pata chalta hai: **ek hi sawaal ke do alag jawab hote hain**, aur wo depend karta hai kis se pooch rahe ho.

CAUSE 1 · SIDE BY SIDE

Kuch Document Nahi Hai — Ya Source Of Truth Hai

Ek hi sawaal. Do alag duniya. Ye chaar row hi us poori kahani ka nichod hain.

Customer poochta hai	Kuch document nahi hai	Source of truth hai
"What does a cleaning cost?"	Invented number, ya ek vague "it depends" jo bhaag na dikhata hai	✓ "Scaling and polishing is ₹900. Includes X and Y."
"Are you open Sunday?"	Confident yes — bilkul kuch ke bina	✓ "We are open Sunday 10 AM to 2 PM only."
"Do you come to Barabanki?"	Guess kiya haan, phir bekaar safar	✓ "We cover Lucknow. For Barabanki we recommend Z."
"Can I get a refund?"	A cheerful maybe	✓ Escalates to a human, immediately

CAUSE 2 · SABHI KA DUSRA WAJAH

Ek Model, Chaar Alag Services

Zyaadatar chhote businesses ek nahi hain — teen-chaar ek hi shirt pehne hain. Ek hi assistant ko sab de dijiye, aur kuch jawab kisi ke liye sahi aur kisi ke liye pooraa galat ban jayege.

1
Har offer ko alag line mein likhiye
"Our services" nahi — ek alag, do alag, teen alag. Har ek ka apna price, apna lead time, apne FAQs.

2
Pehla sawaal hi intent classify kare
Ek chhota sawaal shuru mein — "Kis baare mein pooch rahe ho: consultation, home visits, ya pharmacy?" — zyadatar cross-talk wahin khatam.

3
Guard sentences likhiye
"Sirf usi service ka price bataiye jo customer ne chuna." Chhoti rule, bada fark.

4
Escalation list set kariye
Refund, complaint, discount, custom quote, medical ya legal — seedha insaan ke paas.

5
Har route ko alag-alag test kariye
Ek hi sawaal har service ke liye poochiye, dekhiye jawab shak-shabib se milkar to nahi rahe.

CROSS-CONTAMINATION KE BAAD

Before splitting22 per 100

After splitting5 per 100

Mis-routed replies per 100 enquiries. Illustrative, published dataset nahi.

"Home visit" puchha aur standard consultation fee bol di — kyunki wo number list mein upar tha. "₹9,999 website" puchha aur ₹60,000 package ka description diya gaya — kyunki wo zyada detail mein likha tha.

Ye hallucination nahi hai. Ye buri routing hai.

CAUSE 3 · SAB SE CHHUPI HUI KHATAR

Jab Price Ya Timing Badal Jaaye

Assistant banate waqt sahi tha. Phir March aaya, fuel ke daam badle, supplier ka rate badla, doctor ke do sessions shift hue — **aapne dimag mein update kiya**. System ko memo nahi mila.

TRUST KAISA GADTA HAI

W0W1W2W3W4W5W6

Galat jawab maan kar chalne wale

82746250413430

Chup-chaap chhodh jaane wale

10172736445155

Price change ke baad aas-paas kaam karne walon ka hissa. Illustrative, directional, measured nahi.

Seasonal changes nobody wrote down

Summer timings, festival closures, ek chhutti ka hafta. Aapki team ko pata hai. System ko nahi.

Silent price revisions

Supplier ka rate badla, aapne chup-chaap absorb kiya, assistant purana number gospel samajh kar deta raha hai.

Truth ke kai copies

Website kuch bolti hai, Google listing kuch aur, assistant teesra. Har channel apni raftaar se badal raha hai.

People who leave

Jisne set up kiya tha, use "Saturday slots" ka matlab pata tha. Wo chala gaya, matlab bhi chala gaya.

✓ Ilaaj: har mahine ki pehli, do minute

Source of truth ko update karna routine banaiye, emergency project nahi. Figure ek hi jagah badiye, aur wahi document assistant padhe. Jo cheez roz badalti hai — availability calendar, asli price list — usko live system se uthaiye.

CAUSE 4 · GHATI KE BAHAR KOI NAHI

Reply Bhejne Se Pehle Koi Check Hi Nahi Karta

Ab tak baat inputs ki thi. Ye woh missing darwaaza hai jo assistant ke draft aur customer ke screen ke beech hota hai. Abhi zyadatar setups mein darwaaza zero hai — 11 PM ko, usi tasveer ke saamne.

✓ Rule checks

Koi bhi budget

Agar reply mein wo number hai jo approved price list mein nahi, ya wo timing jo approved timings list mein nahi — send block, aur insaan ko flag.

✓ Confidence checks

Thoda beech ka

Agar model ko khud pata nahi ki usne matching source dhoondha ya nahi — sawaal insaan ko bhejiye, guess mat kariye. Chhota wait galat jawab se hamesha accha hai.

✓ Approval on sensitive topics

Sabse sakht

Refund, complaint, medical ya legal advice, custom pricing, koi bhi discount — hamesha aapka wait.

Sabse zyada asar daar design choice yeh hai: jab assistant ko nahi pata — to kya hoga? Agar uske paas ek imaandaar, garam fallback hai — "Main aapke liye exact figure nikal leti hoon aur kuch ghanton mein wapaa aati hoon" — aap kabhi bhi fabricated price nahi bhejoge. Zyadatar galat jawabo ki wajah hi yeh hai ki system ko "I don't know" bolne ka koi sahi tareeqa diya hi nahi gaya.

Aur ek asar-daar baat: research kehta hai ki assistants kuch users ko kam accurate ya zyada dismissive jawab dete hain. Agar aapka sabse kam-accurate customer aapka sabse nervous pehli baar wala hai, to aap unhi ko khoye ja rahe hain.

CAUSE 4 · THE CHECKLIST

Kya Bhejna Hai, Kya Insaan Ko Jaana Chahiye

Yehi wo table hai jo ek "lightweight check layer" banata hai. Simple, mehnga nahi, lekin zaroori.

Question type	Auto-send?	Kyun
Opening hours, location, services list	✓ Haan	Rule check ke baad Stable facts, high volume, low risk
Published price, listed service ke liye	✓ Haan	List se exactly match Correct by definition, agar list current hai
Appointment availability	✓ Haan	Live calendar se Live system se padhiye, memory se kabhi nahi
Custom ya discounted quote	✗ Nahi	Insaan approve kare Paise aur waade, dono saath mein
Complaint, refund, bad experience	✗ Nahi	Seedha insaan Aisi ek galti se customer aur rishta dono chala jaata hai
Source mein kuch nahi mila	✗ Nahi	"Let me check" Khamoshi behtar hai ghalat baat se

CAUSE 5 · SAB SE DHEERE PAKAD MEIN AATA HAI

Website Form Se WhatsApp Tak — Beech Mein Context Kho Jaata Hai

Form aur WhatsApp do alag system hain. Enquiry ek form tool mein, assistant WhatsApp pe. Kuch bhi context saath nahi le jata. Assistant ke nazariye se wo ek naya ajnabi hai — aur ajnabi ka sawaal hi guessing ka shuru.

"Interested in the full interior package for a 2BHK in Aliganj. Budget around 4 lakh. Please call after 5 PM." → 40 minute baad WhatsApp pe: "Hello! Welcome to our studio. How can I help you today?"

KHATARNA 1
Bhool jaata hai jo customer bol chuka hai

KHATARNA 2
Wahi sawaal dobara puchhata hai

KHATARNA 3
Sab se buri: garm lead ko thanda lead samajhta hai

✓ Har jagah ek hi thread
Website form, Instagram DM, phone note, walk-in — sab ek hi jagah, usi ke saath wahi customer record.

✓ Sab kuch mat bhejiye, zaroori bhejiye
Naam, service interest, aur wo ek detail jo unhone pehle hi de di. Assistant aisa kholta hai: "Hi Priya, form ke liye shukriya — aapne full interior package, 2BHK Aliganj ke liye poocha tha. Batayein kya shaamil hai?"

✓ Kabhi do baar mat poochhiye
Jaankari kahin maujood hai to dhoondhiye, poochha mat. Repeated sawaal sabse saaf nishani hai ki systems aapas mein baat nahi kar rahe.

✓ Handover ko flag kariye
Call, site visit ya mushkil quote ho, to record mark kijiye — insaan ho ya machine, pick karne wale ko pata ho kahan tak baat hui thi.

THE CENTREPIECE · NO DEVELOPER NEEDED

30-Minute Audit Jo Aap Is Hafte Chala Sakte Hain

Assistant kholiye, ek naye customer ki tarah mushkil sawaal banaiye, aur list par neeche utriye. Har row ka time honestly note kijiye. Jo fail ho, wo wohi agla kaam hai.

#	Test to run	Min	Pass kaise dikhta hai	Kaunsa cause pakadta hai
1	Apni sabse common service ki exact price maangiye	3m	Number aapki current list se shabd-shabd match kare	Cause 1 — missing data
2	Ajeeb hours ka sawaal (half day / festival close)	3m	Asli timings bataye, ya confirm karne ko kahe	Cause 1 + 3 — missing + stale
3	Aisi service poochhiye jo aap karte hi nahi	3m	Saaf mana kare ki aap wo nahi karte	Cause 2 — ek model, kai services
4	Dusri service poochhiye, phir uski price	4m	Usi service ka price mile, pehli ka nahi	Cause 2 — cross-contamination
5	Kuch aisi baat poochhiye jo aapne kahin likhi hi nahi	3m	Maane ki pata nahi, aur check karne ko kahe	Cause 1 — invented answers
6	Refund, complaint ya discount ke baare mein poochhiye	3m	Bina bahaas ke insaan aa jaye	Cause 4 — koi check nahi
7	Ek asli fact (ek price) badaliye, usi din wahi sawaal	5m	Naya jawab bina rebuild ke aa jaye	Cause 3 — staleness
8	Website form bhariye, phir usi customer se WhatsApp kholiye	5m	Assistant pehle se jaanta hai aap kaun ho, kya poocha	Cause 5 — lost context
9	Lambi, ghabra-hui, multi-service baat cheet kariye	4m	Sahi service par bana rahe, dobara na poochhe	Cause 2 + 5
10	Raat 11 PM ko kuch poochhiye jo sirf insaan ko jawab dena chahiye	2m	Maane ki shukriya, expectation set kare, aapko flag kare	Cause 4 — no escalation

Total 35 minutes · Zyadatar owners pehle dus minute mein do-do teen failure pakad lete hain.

THE SHORT VERSION

Ye Paanch Sawaal, isi Kram Mein Poochhiye

Ye paanch theek behave kar rahe hain to aapke roz ke zyadatar jawab sahi honge. Ek bhi fail ho raha hai, to aapko pata chal gaya kin paanch mein se kaun si wajah aapke saath zyadatar baat kar rahi hai.

1
Specific price maangiye
Kya number bilkul aapki current list ke barabar aaya?

2
Ajeeb timing poochhiye
Kya use aapke asli, ajeeb waqt pata hain?

3
Wo service poochhiye jo aap karte nahi
Kya mana karta hai, ya ghalat service ghoomne lagta hai?

4
Wo sawaal poochhiye jo use nahi pata hona chahiye
Kya maanta hai ki use nahi pata, ya kuch bana deta hai?

5
Refund ya complaint ka sawaal
Kya insaan aa jata hai, bina bahaas ke?

Check karo

Check karo

Check karo

Check karo

Check karo

FINAL WORD

Key Takeaways — Ek Nazar Mein

Model sabse kam galti karta hai. Baaqi sab aapke control mein hai.

✓ Model har jagah sabse aage ka culprit nahi hota. Data, structure, freshness, checks aur handover — isi kram mein dekhiye. Aadat se sabse pehle model badalne ki koshish na kijiye.

✓ Missing data har doosre masle ko peechhe chhod deta hai. Asli prices, asli timings, asli service area, asli no-go topics — ek jagah likhiye, har mahine update.

✓ Services alag kijiye. Chaar alag offers par ek hi blended assistant jawab cross-contaminate karta hai. Pehle intent classify, phir jawab.

✓ Stale, missing jitna hi khatarnaak hai. Jawab kabhi sahi tha — isi liye koi pakad nahi paata. Source of truth par ek owner aur ek date rakh dijiye.

✓ Darwaaza banaaiye, aur "I don't know" ko mehsoos dilaiiye. Approved list se number rule-check kijiye, sensitive topics escalate kijiye, aur jahan imaandaar raha ja sakta hai wahan banane mat dijiye.

"Kisi ki bhi problem yeh nahi thi ki assistant soch nahi sakta tha. Sabki problem yeh thi ki uske paas sochne ke liye kuch sach hi nahi tha. Sochne ki koi structure nahi thi, aur bolte waqt darwaaze par koi khada nahi tha."

Sahi Jawab Chahte Hain? Free Accuracy Walkthrough.

Apne paanch sabse mushkil customer sawaal humein bhejiye. Hum aam saaf bhasha mein batayenge ki aapke assistant ko kya batana chahiye, use kya check karna chahiye, aur kin topics ko seedha aapke paas bhejna chahiye — koi technical baat nahi, koi pressure nahi.

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