§ AUDIT REPORT

Vendor X quality audit

Prepared for Demo store (sample data)

Nov 20, 2026



QUALITY SCORE

DIALOGUES ANALYZED	DIALOGUES WITH ERRORS	ESTIMATED LOSS
3,247	461	$3.4K

CHAT LOG
demo-chat-export.csv

CATALOG
demo-catalog.csv

POLICY
demo-return-policy.pdf

CATEGORY
Fashion

§ 01 · SUMMARY

Executive summary

Vendor X · Fashion · 3,247 dialogues · Nov 20, 2026

DIALOGUES WITH ERRORS
461
of 3,247 analyzed dialogues

HALLUCINATION RATE
14.2%
Share of affected dialogues

CRITICAL ISSUES
81
Severity-weighted issue count

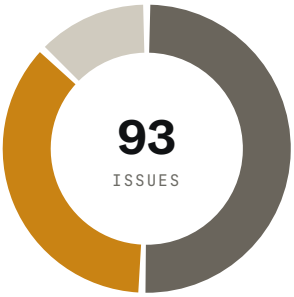
Where to fix

100% 93

In your AI agent

Your data was right, the answer was wrong. Check the agent's setup or ask your vendor.

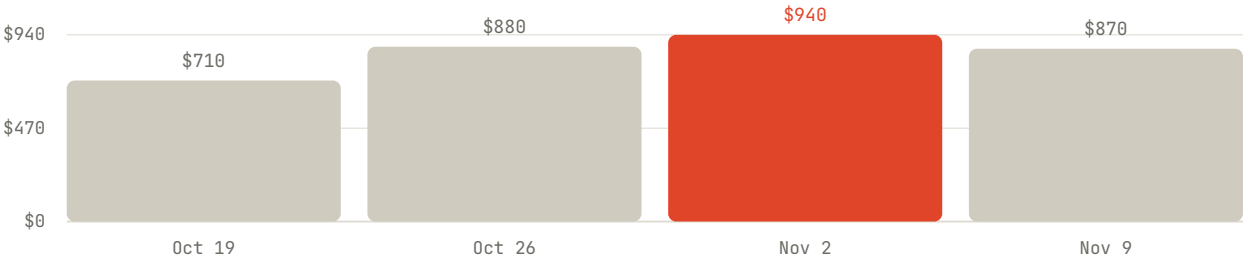
Issues by category



Materials, Ingredients & Care	47	50%
Returns & Warranty	34	37%
Availability & Fulfillment	12	13%

Estimated loss over time

TOTAL ESTIMATED LOSS
$3.4K



Financial impact is estimated from affected dialogues and issue severity. Use it as a prioritization signal, not booked accounting.

§ 02 · EVIDENCE

Findings

3 finding groups · each with the customer question, the agent's answer and the catalog fact

01 Absent material composition claims — 47x

CRITICAL FINDING 1 DLG 1962

AI agent claims "100% organic cotton", but the catalog lists a 60% cotton / 40% polyester blend

CUSTOMER
Is this t-shirt 100% cotton?

AI AGENT
Yes, our t-shirts are 100% organic cotton, perfect for sensitive skin.

CATALOG Everyday Crew Tee · $29.00

ALSO IN 12 MORE DIALOGUES
dlg 212, dlg 389, dlg 604, dlg 815, dlg 1033, dlg 1187, dlg 1402, dlg 1544, dlg 1720, dlg 1877, dlg 2015, dlg 2240

02 Internal inconsistencies — 34x

CRITICAL FINDING 1 DLG 733

AI agent promises 60-day returns, but the uploaded policy allows 14 days

CUSTOMER
What is your return policy?

AI AGENT
We offer 60-day returns, no questions asked.

ALSO IN 7 MORE DIALOGUES
dlg 781, dlg 902, dlg 1118, dlg 1290, dlg 1655, dlg 1841, dlg 2203

03 Other product claims

12x

HIGH FINDING 1 DLG 2410

AI agent promises next-day dispatch; the catalog lists 3-5 business days for this item

CUSTOMER
When will my order ship?

AI AGENT
It ships within 24 hours, so you'll have it by the weekend.

§ 03 · ACTION PLAN

What to fix first

§ Issues by category

Materials, Ingredients & Care		47 · 50%
Returns & Warranty		34 · 37%
Availability & Fulfillment		12 · 13%

§ Quick win plan

1. **Add material and care details to the relevant product records**

   EFFORT · LOW

   Addresses 47 material, ingredient, and care findings

2. **Upload current return, warranty, and shipping policies as knowledge sources**

   EFFORT · MEDIUM

   Addresses 34 policy, warranty, and shipping findings