AI draft responses to customer enquiries · What should be noted?

For: Paušalni obrt · Obrtnici · j.d.o.o. · d.o.o.

Practical business guidance · Reviewed: 2026-11-22

Applicability: According to the profile and circumstances of the described case.

Store only the necessary notes and items approved by the team.

Record and working document

Try the refund request, the complex complaint and the unclear question.

When the model promises an unauthorised benefit, stop the automatic sending and check the cause.

Working example · AI drafts responses to customer enquiries

Try the refund request, the complex complaint and the unclear question.

Specific next steps

1. Try the refund request, the complex complaint and the unclear question.
2. When the model promises an unauthorised benefit, stop the automatic sending and check the cause.
3. Add a quick check before sending to control the message's privacy and tone.

Limits of application

Apply the guideline to your documents and working methods.

Original page

https://adriatrends.hr/poslovni-vodic/en/pitanja/praksa-ai-korisnicki-email-dokazi