AI draft responses to customer enquiries · How to approach?

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.

Limit the draft to the relevant facts and the approved support policy.

A starting point in practice

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

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

Working example · AI drafts responses to customer enquiries

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

Specific next steps

1. Store only the necessary notes and items approved by the team.
2. Try the refund request, the complex complaint and the unclear question.
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

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