AI draft responses to customer enquiries · How to introduce the procedure into routine operations?

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.

Add a quick check before sending to control the message's privacy and tone.

Regular application

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

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-primjena