AI draft responses to customer enquiries · What if the process gets stuck?

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.

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

When a plan meets an obstacle

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

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

Working example · AI drafts responses to customer enquiries

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

Specific next steps

1. Limit the draft to the relevant facts and the approved support policy.
2. Store only the necessary notes and items approved by the team.
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-problem