AI draft responses to customer queries · How to check it using an example?

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

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

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

Checking by example

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

Store only the necessary notes and items approved by the team. If the model promises an unauthorised benefit, stop the automatic sending and check the cause.

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. 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

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