Using AI to respond to customer reviews · What to note?

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.

Keep the actual order record and a sample response separate before publishing.

Record and working document

Check whether the public text reveals the identity, address or transaction details.

If there are claims about security or a serious objection, prepare your response manually and use the appropriate channel.

Working example · Using AI to respond to customer reviews

Check whether the public text reveals the identity, address or transaction details.

Specific next steps

1. Check whether the public text reveals the identity, address or transaction details.

2. If there are claims about security or a serious objection, prepare your response manually and use the appropriate channel.

3. Create three templates for each type of query, with clear instructions for when a human review is requested.

Limits of application

Apply the guideline to your documents and working methods.

Original page

https://adriatrends.hr/poslovni-vodic/en/pitanja/praksa-geo-ai-sadrzaj-recenzija-dokazi