Using AI to respond to customer reviews · How to get started?

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.

Request a draft that acknowledges the specific problem with human fact-checking and tone.

A starting point in practice

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

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

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. Keep the actual order record and a sample response separate before publishing.
2. Check whether the public text reveals the identity, address or transaction details.
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-odluka