# Using AI to respond to customer reviews · What to do when the process gets stuck?

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.

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

## When a plan meets an obstacle

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

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

## 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. Request a draft that acknowledges the specific problem with human fact-checking and tone.
2. Keep the actual order record and a sample response separate before publishing.
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-problem