Using AI to respond to customer reviews · How to check it with an example?

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

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

Checking by example

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

Keep the actual order record and a sample response separate before posting. If there are any safety claims or serious objections, prepare the response manually and use the appropriate channel.

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

Limits of application

Apply the guideline to your documents and working methods.

Original page

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