

2. Customer service response suggestion generator

Project

AI helps customer service respond to emails, tickets and complaints.

Specific solution

AI reads the customer's message, recognises the type of problem, retrieves relevant internal knowledge and prepares a draft response. The employee approves, edits or rejects it. There is no need to build a fully autonomous chatbot immediately; for many companies, that would be premature and risky.

Typical functions

- summarising incoming customer messages;
- generating suggested responses;
- standardising tone;
- categorising complaints;
- automatically escalating serious cases.

Additional context

Generative AI in customer service is now typically more than a chatbot: it includes knowledge-base-connected response automation, triage, summarisation and multichannel support.

Measurable results

- shorter average response times;
- better first-response quality;
- smaller customer service backlogs;
- faster training of new employees.

First pilot

Based on 500-1000 historical tickets.