



DATASHEET · SUPPORT · AUTO-RESPONSES

Standard questions piling up until morning?

Your agent answers instantly from your knowledge.

Auto-Responses are the automatic answers your Conversation Agent gives in the website chat and on the phone, from the knowledge bases you assign to it. Open requests become tickets for your team, and Ticket Copilot drafts the replies to them.

AT A GLANCE

One agent for website chat and phone, answers from your knowledge bases, handover as a ticket with history, and every conversation in the chat or call log.

01 · WHAT IT IS ABOUT

The same question, the tenth time. Now the agent answers it.

How do I reset my password? How long is the warranty? Questions like these come in through chat and phone, in the evening too. Your Conversation Agent answers them from your knowledge base, in the customer's language. Open requests go to your team as a ticket.

CHANNELS

Website chat on your domains and phone, with the same agent

SOURCES

The knowledge bases you assign to the agent on the

Knowledge
tab

HANDOVER

Ticket with the conversation history via "Send request" or an SMS link

RECORD

Every conversation with history, time and summary in the chat and call logs


Answers from your knowledge

With the **Public agent** role, the agent uses its behavior, instructions and the selected knowledge bases. Workspace documents stay locked.

One agent, two channels

Website chat and phone share the same instructions and the same model. You set greeting, language and voice per agent.

Allowed languages

Per agent, you choose the allowed languages and, for the phone, the voice for each language. In the chat, the agent answers in your page's language.

Handover to your team

In the chat, the visitor sends a ticket with "Send request" and an email address. On the phone, an SMS link leads to a form, or a callback request is filed.

Answer review on the phone

Before the agent speaks, a second pass checks whether the answer is backed by the articles it found and has it rephrased if needed.

Protection for the website chat

Allowed domains, a privacy notice link, allowed countries and a cap on new conversations per hour. Above it, the widget offers an email form.

02 · HOW IT WORKS

Assign knowledge, embed the chat. From then on, the agent answers.

You set up the agent once under **Conversation AI › Conversation Agents**. After that, it answers in the website chat and on the phone whenever someone asks, in the evening and on weekends too.

1

Create the agent

Under **Conversation AI › Conversation Agents**, create an agent, choose the **Public agent** role and write the greeting and instructions.

2

Assign knowledge

On the **Knowledge** tab, select the knowledge bases from Knowledge Base AI that the agent may answer from.

3

Test and embed

Under **Conversation AI › Test agent**, try the agent out. On the **Website chat** tab, enter your domains and place the **Embed snippet** on your website.

4

Read the conversations

Under **Conversation AI › Chat Log** and **Conversation AI › Call Log**, you see every conversation with history, time and summary, and chats with the ticket they led to.

TECHNICAL DATA

FEATURE	DETAILS
Channels	Website chat via embed snippet, phone via the agent's public phone number
Knowledge sources	Selected knowledge bases from Knowledge Base AI with articles, FAQs and website sources
Website chat	HTTPS domains, including wildcards such as *.example.com; privacy URL, site key, embed snippet
Protection	Allowed countries, network access, new conversations per hour, throttling of repeated calls
Handover	Chat: ticket with email address and history; phone: SMS link valid for 48 hours, or a callback
Logs	Chat and call logs with history, time, status and summary
Plan and billing	Conversation AI from the Professional plan; billed by usage

03 · IN PRACTICE

Software, retail, services. Answers whenever someone asks.

Password questions in the chat

A software vendor adds articles on sign-in and passwords. The chat answers the question right away, and anyone who needs more help sends a ticket via "Send request".

Delivery times on the phone

A retailer assigns its FAQs on delivery time and returns to the agent. Callers get the answer on the phone, and complaints reach the team as a ticket via SMS link.

Questions on the weekend

On Saturday, the agent answers chat questions from the knowledge base. On Monday, the team sees in the chat log what was asked and the open tickets in the ticket overview.

FREQUENTLY ASKED QUESTIONS

When does the agent answer on its own?

In the website chat and on the phone, it answers on its own, from the knowledge bases you assign to it. Ticket Copilot drafts ticket replies, and your team sends them.

Can I see what was answered?

Yes. The chat and call logs show every conversation with history, time, status and summary. Questions from calls without a fitting answer are collected by Conversation AI under Knowledge gaps.

What happens with questions beyond your knowledge?

Then your team takes over: in the chat, the visitor sends a ticket via "Send request"; on the phone, the caller gets an SMS link. The ticket includes the history.

Can I test the agent before going live?

Yes. Under **Conversation AI** › **Test agent**, you try out text, phone rules and website chat before you place the **Embed snippet** on your website.

GET STARTED

Let your agent answer its first question.

Sign in to your PaperOffice account, create an agent under **Conversation AI** › **Conversation Agents** and assign your knowledge base to it on the **Knowledge** tab.

paperoffice.ai/en/ai-automatic-responses-agent-autoresponder-system



MORE ABOUT THE MODULE

paperoffice.ai/en/ai-automatic-responses-agent-autoresponder-system

PRICING

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