



DATASHEET · SUPPORT · TICKET COPILOT

Writing every reply from scratch? The draft is ready, your team decides.

Ticket Copilot works inside every ticket in Helpdesk AI. It summarizes the thread, suggests tags and drafts replies from the ticket history and your knowledge base, in the customer's language. Built for support teams that want to reply faster and stay in control.

AT A GLANCE

A summary in three to five sentences, three to five tag suggestions and a reply draft right in the reply field. Sending takes one click from your team.

01 · WHAT IT IS ABOUT

Long thread, empty reply field. Now the draft is already there.

A ticket with a long thread, the customer writes in French, and the answer sits in a knowledge base article. Until now that meant reading everything, searching and writing. With the copilot, you say in one sentence what the customer should hear and review the finished draft.

INPUT

Ticket history, your knowledge bases and your instruction in your own words

OUTPUT

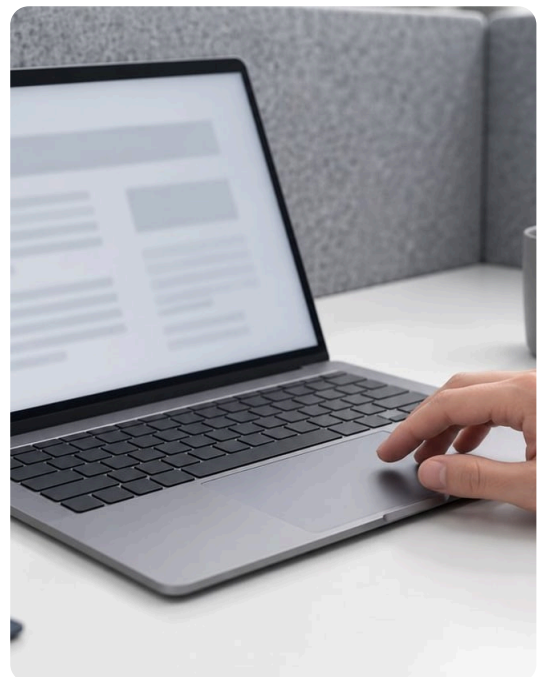
Summary, tag suggestions, reply draft in the reply field or as an internal note

ACCESS

Web app, in every ticket under
Helpdesk AI › Ticket overview
as the
PaperOffice Agent
side panel

LANGUAGES

Draft in the customer's language, your instruction in your own language

**Summary in one click**

With **Summarize ticket**, the copilot sums up the ticket in three to five sentences: what it is about, what has happened and what is still open.

Fitting tags

Suggest tags returns three to five fitting tags that complement existing ones. One click on a suggestion saves it to the ticket.

Reply draft on instruction

You write what the customer should hear. The copilot reads the thread, searches your knowledge base and places the draft in the reply field.

The customer's language

The draft is written entirely in the customer's language, even when you instruct in German. Facts from articles in other languages are translated.

Personal greeting

The draft addresses the recipient by the name on the ticket. Without a name, it uses a neutral greeting in the reply language.

Your team does the sending

Sending stays locked for the copilot. Your team reviews, edits and sends. If needed, you keep a draft with **Save as internal note**.

02 · HOW IT WORKS

Open a ticket, give an instruction. Review the draft and send it.

The copilot works in the web app, right next to the thread and the reply field. It acts when you click; opening a ticket on its own does not start it.

1

Open a ticket

Under **Helpdesk AI > Ticket overview**, open a ticket. The **PaperOffice Agent** side panel shows the **Summarize ticket** and **Suggest tags** buttons.

2

Catch up on the thread

Summarize ticket returns the summary. The copilot also answers questions about the ticket directly, such as what the customer has written so far.

3

Give an instruction

Below, write what the customer should hear, for example "Tell her the invoice will be sent again today", then click **Send to agent**.

4

Review and send

The draft is in the reply field. Your team adjusts it and sends it. The customer gets an email notice and reads the reply in the portal.

TECHNICAL DATA

FEATURE	DETAILS
Location in the app	PaperOffice Agent side panel in every ticket under Helpdesk AI > Ticket overview
Functions	Summarize, suggest tags, draft a reply, answer questions about the ticket
Sources	Ticket history and your account's knowledge bases from Knowledge Base AI
Output	Draft in the reply field, optionally as an internal note; tags saved to the ticket
Reply language	The customer's language, taken from the ticket, its messages and the customer portal
Sending	by your team in the reply field; sending stays locked for the copilot
Plan and billing	Part of Helpdesk AI, included from the Plus plan; AI usage billed by consumption

03 · IN PRACTICE

Follow-ups, complaints, invoices. Each with a finished draft.

Invoice never arrived

A customer writes in through the customer portal. The team types "invoice will be resent today", and the copilot writes the reply with the customer's name and an explanation from the article.

A request from the website chat

The Conversation Agent hands over an open question with the chat history as a ticket. [Summarize ticket](#) shows in a few sentences what the visitor already asked and what is still open.

A customer writing in Spanish

The instruction is given in German, the draft comes out in Spanish. Before sending, the team keeps it with [Save as internal note](#) so a colleague can proofread it.

FREQUENTLY ASKED QUESTIONS

Does the copilot reply to customers directly?

The copilot drafts, your team sends. It places the draft in the reply field or saves it as an internal note. Sending tools stay locked for the copilot.

Which tickets does the copilot work with?

Every ticket in Helpdesk AI: from the customer portal, from the website chat and from the phone via the Conversation Agent. Tickets from chat and phone include the conversation history.

Where do the drafts come from?

From the ticket history and your account's knowledge bases. Workspace documents stay out of scope. Links are taken verbatim from the thread and the knowledge base only.

How is it billed?

By usage, from your account balance. Opening a ticket on its own does not trigger a copilot request. Current prices are on the pricing page.

GET STARTED

Let the copilot write your next draft.

Sign in to your PaperOffice account, open a ticket under [Helpdesk AI > Ticket overview](#) and give your first instruction in the [PaperOffice Agent](#) side panel.

paperoffice.ai/en/ai-ticket-agent-support-automation-helpdesk



MORE ABOUT THE MODULE

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PRICING

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