



SHORT GUIDE · PROBLEM · OVERLOADED SUPPORT

The same question for the twentieth time?

Now your knowledge answers it.

Status, invoice copy, deadline, how-to: many requests repeat themselves. This short guide shows how website chat and phone answer standard questions from your knowledge base, how open issues arrive as tickets with their history and how the Ticket Copilot drafts the reply.

THE KEY POINT IN ONE SENTENCE

An answer is written once in the knowledge base, website chat and phone answer from it, open issues become a ticket with history, and in the ticket the copilot drafts while your team sends.

01 · THE PROBLEM

Every answer gets written from scratch, every time.

When is the utility statement coming? Where is the form? When does the deadline end? Questions like these arrive by phone, email and through the website, often several times a day. Your team answers from memory or from old emails, and less time is left for the hard cases.

WHY IT HAPPENS

Knowledge sits in many places

Answers are buried in old emails, in files, on the website and in the heads of experienced colleagues. Depending on who answers, the person asking gets a different reply.

Every request needs a person

Even a standard question lands with someone who reads it, looks it up and replies. After hours, the question waits until the next morning.

Repetition stays invisible

Which question comes up most often is on no list. The team only notices a missing how-to when the same question arrives for the tenth time.

HOW YOU NOTICE IT

- Your team rewrites the same answer several times a day.
- Calls interrupt work on the difficult cases.
- Customers follow up because they cannot see where their request stands.
- New colleagues ask experienced ones instead of looking up an answer.
- Questions from evenings and weekends pile up until Monday.

02 · THE WAY WITH PAPEROFFICE

Answer from knowledge first, then hand over to the team.

The process separates repetition from exceptions: the Conversation Agent answers standard questions from your knowledge base, and everything else reaches your team as a ticket with its history.

1

Bundle your knowledge

Articles, FAQs and snippets live in the knowledge base, maintained per language. Website sources also read the pages of your website on a schedule as internal articles.

[MODULE: KNOWLEDGE BASE](#)

2

Answer in chat and on the phone

The Conversation Agent answers in the website chat and on the phone from the knowledge bases you assign, evenings and weekends included. Workspace documents stay locked.

[MODULE: AUTO-RESPONSES](#)

3

Open issues become tickets

In the chat, the visitor sends a request with their email address and the chat history; on the phone, an SMS link leads to a form. Both land as a ticket in Helpdesk AI.

[MODULE: HELPDESK AI](#)

4

The copilot drafts

In the ticket, the Ticket Copilot summarizes the history and drafts the reply in the customer's language. Your team reviews, edits and sends.

[MODULE: TICKET COPILOT](#)

5

Close the gaps

After every call, knowledge gaps collect the questions that stayed open, counted by frequency. After your review, they become an article in the knowledge base.

[MODULE: KNOWLEDGE GAPS](#)

03 · IN THE APP

From the first article to the ticket in the app.

Here is how to set up the process. Helpdesk AI is included in the Plus plan, and website chat and phone with Conversation AI in the Professional plan.

1

Create knowledge

Under **Knowledge Base AI** › **Articles**, write articles and FAQs and set the status to internal or published. Website sources add the content of your website.

2

Set up the agent

Under **Conversation AI** › **Conversation Agents**, create an agent with the **Public agent** role and choose on the **Knowledge** tab the knowledge bases it answers from.

3

Embed the website chat

For the website chat, enter your domains and place the **Embed snippet** on your pages. Before that, try the agent with typical questions in the test lab.

4

Work the tickets

Under **Helpdesk AI** › **Ticket overview**, assign and reply. In the **PaperOffice Agent** side panel, the copilot summarizes and puts the draft reply into the reply field.

5

Check gaps and status

Under **Conversation AI** › **Knowledge gaps**, open questions from calls are listed by frequency. **Helpdesk AI** › **Dashboard** shows overdue and unassigned tickets and the 7-day trend.

TIP FROM PRACTICE

Start with the most frequent questions First write the answers to the questions your team hears most often as FAQs in a public knowledge base. After that, the knowledge gaps show which answer is missing next.

04 · AN EXAMPLE

A property management front desk.



A property management company with 1,200 apartments and six employees. Tenants call and email about utility statements, waste collection, locksmiths and notice periods. The property manager at the front desk answers the same questions many times a day.

BEFORE

- The property manager answers every standard question herself on the phone.
- Answers sit in old emails and in a binder at the front desk.
- She jots callback requests on slips of paper.
- She alone knows which questions come up most.

WITH PAPEROFFICE

- The answers are FAQs in a public knowledge base.
- Website chat and phone answer standard questions from it, evenings too.
- Open issues arrive as tickets with their history, and the copilot drafts the reply.
- The knowledge gaps show which question on the phone needs an answer.

A made-up example for illustration. Check for yourself which answers tenants or customers may hear, and assign public agents knowledge bases with exactly that content.

05 · CHECKLIST

Is your support ready for its first agent?

Go through these points with your team, ideally with a list of the requests from recent weeks.

- | | |
|---|--|
| ☐ Which questions does your team hear most often, and where is the answer today? | ☐ Which answers may customers hear, and which stay internal? |
| ☐ In which languages do your customers ask? | ☐ Which pages of your website already explain processes, deadlines or prices? |
| ☐ On which domains should the website chat appear? | ☐ Who on the team works tickets, and who assigns them? |
| ☐ What response and resolution time do you want to set per priority? | ☐ Which issues should always go to a person, such as complaints? |
| ☐ Who maintains the knowledge base and reviews the knowledge gaps? | ☐ Who checks overdue and unassigned tickets each morning? |

06 · FREQUENTLY ASKED QUESTIONS

What service managers ask first.

Where does the agent get its answers?

From the knowledge bases you assign on the **Knowledge** tab, with their internal and published entries. Workspace documents stay locked. That is why public agents get knowledge bases whose content customers may hear.

Does the copilot reply to customers directly?

The copilot drafts, your team sends. It puts the draft into the reply field or saves it as an internal note, and sending stays locked for it. The customer gets an email notice and reads the reply in the portal.

Can the agent give an order status?

Yes, with operational sources: orders, invoices and prices from ERP, shop or accounting, with recipes for JTL-Wawi and Holded. It shares order details once the customer has verified, for example with order number and postal code.

And if a question goes beyond your knowledge?

In the chat, the visitor uses **Send a request** with their email address to send a ticket with the chat history. On the phone, the caller gets an SMS link to a form or leaves a callback request.

Which languages are supported?

For each agent you choose the allowed languages, and on the phone the voice per language. In the chat, the agent answers in your page's language, and the copilot drafts in the customer's language. The customer portal comes in 21 languages.

How do we see whether it works?

Helpdesk AI > Dashboard shows six key figures such as Overdue and Unassigned, a 7-day trend against the previous week, team workload and top risks. Chat and call logs show every conversation with its history.

07 · HOW TO START

Start with the most frequent questions

Write the answers as FAQs under **Knowledge Base AI › Articles**, create an agent under **Conversation AI › Conversation Agents** and assign the knowledge base to it. Billing is based on usage, and the pricing page shows the details.

Read the datasheets

Knowledge base, Auto-Responses, Helpdesk AI, Ticket Copilot, knowledge gaps and support analytics are each described with menu paths.

Test the agent first

Try the agent with your most frequent questions in the test lab before the **Embed snippet** goes on your website.

Get started together

For setup and choosing a plan, we are happy to advise you through the contact page.

DATASHEETS ON THIS TOPIC

Knowledge Base

paperoffice.ai/downloads/paperoffice-ai-datasheet-knowledge-base.pdf

Auto-Responses

paperoffice.ai/downloads/paperoffice-ai-datasheet-auto-responses.pdf

Helpdesk AI

paperoffice.ai/downloads/paperoffice-ai-datasheet-helpdesk-ai.pdf

Ticket Copilot

paperoffice.ai/downloads/paperoffice-ai-datasheet-ticket-agent.pdf

Knowledge Gaps

paperoffice.ai/downloads/paperoffice-ai-datasheet-knowledge-gaps.pdf

Support Analytics

paperoffice.ai/downloads/paperoffice-ai-datasheet-support-analytics.pdf

MORE ON THIS TOPIC

Overloaded support

paperoffice.ai/en/solutions/problem/ai-support-overload-automation-chatbot



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