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Suggest Reply Improvements

([Product \(Agent\)](#) - [تطبيقات \(.\)](#)) - James Godwin - 2026-02-09

Two new elements have been added to the Suggest Reply feature to make it more flexible for agents and easier to manage for admins:

- Conversational instructions

- An admin page for reviewing and managing contexts

The Suggest Reply chat will respond to prompts to adjust the suggested reply, but can also act on basic conversational instructions. The table below shows the intent of the agent, example phrases that match the intent and the action that will be performed.

Action	Example Phrases	Intent
Confirm that the agent wants to use the generated reply Close the modal Paste the reply in the ticket reply window	Love it, thank you, use this response	Use Reply
If there has been more than one reply generated Navigate to the previous page in the AI Reply Suggestion panel	Show prior response, go back to previous response	Show the previously generated response
Review instructional messages against the original Reply Context Show a summary of these instructions	Summarize my instructions, show my context	Summarise context

In the first release of the Suggest Reply feature, agents could create a context (set of prompts) that they could use privately or publish to their team or make globally available.

Admins can now see all Suggest Reply contexts in one place, giving them full control to review, update, create, or remove contexts and keep shared guidance consistent across the help desk.

