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## Suggest Reply Improvements

2026-02-09 - James Godwin - [\(0\) megjegyzés](#) - [Product \(Agent\)](#)

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.

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

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.

| Suggest Reply Contexts                                                                                                                                   |                                       |                                                                                                            |            |
|----------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|------------------------------------------------------------------------------------------------------------|------------|
| All Contexts for the Suggest Reply AI feature can be managed here. The list screen will show all contexts and enable you to manage them or add new ones. |                                       |                                                                                                            |            |
| <input type="text" value="Search"/>                                                                                                                      | <input type="button" value="Filter"/> | <input type="button" value="Sort"/> <input type="button" value="View"/> <input type="button" value="New"/> |            |
| ID                                                                                                                                                       | Context Name                          | Owner                                                                                                      | Visibility |
| 1                                                                                                                                                        | Service Engineer                      |                                                                                                            | team       |
| 2                                                                                                                                                        | My Default context                    | Sean Downey                                                                                                | private    |