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Suggest Reply Improvements

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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 Close the modal 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 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 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.			
Search	Filter	Sort View New	
ID	Context Name	Owner	Visibility
1	Service Engineer		team
2	My Default context	Sean Downey	private