THURSDAY / 15 OCTOBER 2026

A reply was sent. Was the size changed?

The customer wants L instead of M. Saying “I’ve received your request” does not change the size in the order.

WHAT YOU CAN TAKE FROM THIS PUBLICATION

For customer service: a request card that distinguishes the reply, action outcome and human handoff.

The business problem / the technology / a tool you can use

The customer is waiting for size L, not a reply.

Illustrative conversation. Not a real customer record.

CUSTOMER

“Can you change the size in my order from M to L?”

AI REPLY

“I’ve received your request.” Action outcome: none yet.

Sending a reply does not change the size. “Completed” requires a verified outcome in the order system.

AI understands the conversation. Action permissions are separate.

SartoAI design. Review the existing support system first.

01 AI'S TASK

Understand and summarise the request to change M to L.

02 ACTION CHECKS

Identity, correct order, stock, warehouse status and permission

03 IF THERE IS NO VERIFIED OUTCOME

Hand over to an authorised team without saying "completed".

AI may attempt only a permitted action. Verify its success record and confirm that any handoff actually took place.

Size-change request card

Customer service. A completed illustrative example.

REQUEST / ORDER

M to L / E-312 dress

CURRENT SYSTEM STATE

Warehouse preparation has started.

CHANGE OUTCOME

Not yet verified.

HANDOFF RECORD

Passed to the order team; awaiting a response.

In this example, the handoff is confirmed, not the size change. Whether a change is permitted after preparation starts depends on the brand’s rules.

First output: where should AI stop, and who takes over?

Proposed work with SartoAI. Not an actual integration.

01 THE CUSTOMER WANTS INFORMATION

Reply using an approved source.

02 THE CUSTOMER WANTS AN ORDER CHANGE

Perform only the permitted action and verify the outcome.

03 INFORMATION OR AUTHORITY IS INSUFFICIENT

Hand over the request with its current status.

SartoAI can help design the list of permitted actions and the handoff flow. Connections, timing and setup are defined during discovery.

Test it on 20 past requests.

MARIA SARTO / RECOMMENDATION CARD

01 OUR RECOMMENDATION

Test it on 20 past requests.

02 WHAT IT IS BASED ON

Gorgias' AI Agent documentation [S1]. The size-change workflow is a SartoAI recommendation.

03 YOUR FIRST STEP THIS WEEK

Select 20 past size-change requests. Keep "replied" and "change verified" as separate records.

Do not call an unverified action "completed".

First output: a list of actions AI may take, actions it must hand over and an example handoff note.

Sources and archive context

This is an English edition of the publication dated 2026-10-15. Pages 1-6 translate the original carousel. This page brings its original source notes into the PDF so they can be read without a LinkedIn comment.

[S1] Gorgias / AI Agent explained

Original recorded access: 2026-10-10. No exact publication date was recorded. The original page displayed a relative date; no calendar date was inferred.

https://docs.gorgias.com/en-US/ai-agent-explained-497772

How to read these references

The provider documentation distinguishes knowledge-based replies, permitted actions and human handoff. It is not proof of a resolution rate or customer satisfaction. The size-change example and verification workflow are SartoAI designs; they do not establish a ready-made connection for every system. Permissions, Turkish performance and data conditions require separate assessment.

Archive boundaries

The examples are illustrative and the workflows are proposed project designs. They are not measured customer outcomes, production approval, a guarantee of AI accuracy or a promise of a ready-made integration. Source access dates are preserved from the original editorial record; this translation does not revalidate current third-party product capabilities.

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