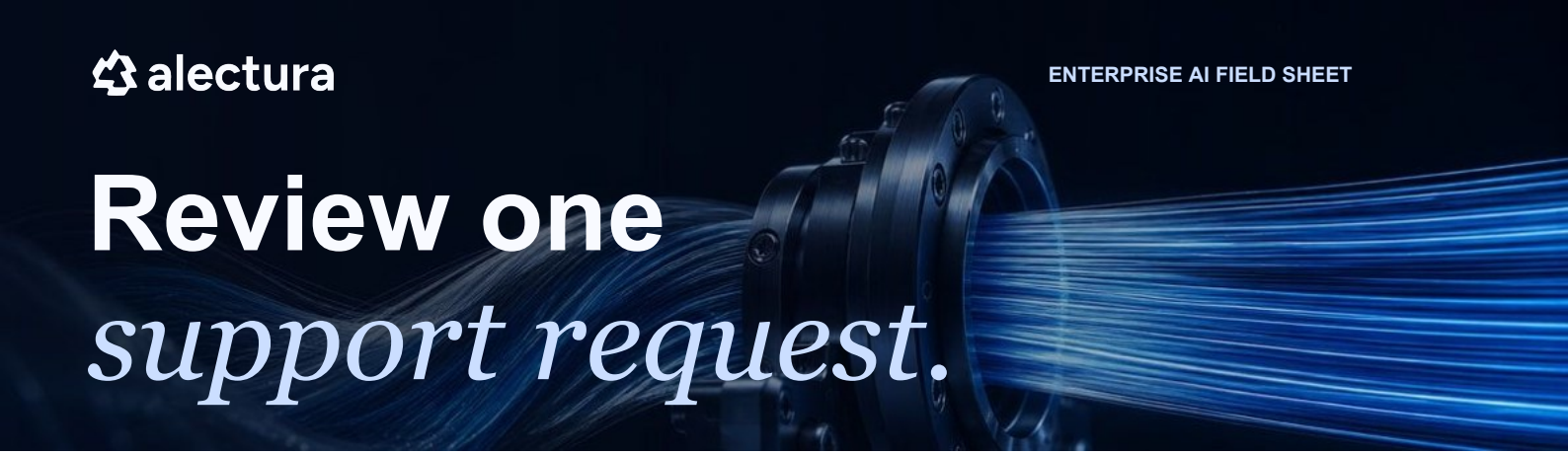
alectura

ENTERPRISE AI FIELD SHEET

# Review one *support request.*



**Customer or workflow**

**Review date**

THE EXAMPLE TICKET

```
Send the receipt to jane@example.com.
```

Select a policy that replaces detected email addresses with pseudonyms.

## 01 What did the model receive?

Inspect the model input. Record the value that replaced the address.

**Value in the provider request**

## 02 What reaches the support agent?

Have the model repeat the pseudonym. Inspect the reply that reaches your product.

**Address in the restored reply**

## 03 Where does the cost appear?

Tag the request as a support reply. Check the customer, feature and list-price spend.

**Customer, feature and spend shown**

Bring the completed field sheet and the policy version to your next review.