

# Auto-Suggest Enhancement: High Confidence Suggestions

When the Auto-Suggest model is highly confident in the best next response, only the top one or two suggestions will display.

In order to focus the agent's attention on the most important content and minimize reading tax, if the auto-suggest model is highly confident in the top one or two responses an agent should send next, Agent Desk will only display these suggestions, instead of always displaying the top three suggestions.

Chat Duration 2:02

Issue accepted by Paige at 11:30:00 AM

**S** Sophie Leonard 11:30:04 AM  
Hi Paige! I noticed that my account address is wrong on my online account but I can't seem to change it.

**P** Paige Powers 11:30:16 AM  
Thanks for chatting with Hudson, I can certainly help you out today.

**P** Paige Powers 11:30:42 AM  
For verification, can I have your name and the full address on your account, including the unit number if there is one, city, state, and zip code?

**S** Sophie Leonard 11:31:03 AM  
Sophie Leonard

**S** Sophie Leonard 11:31:20 AM •  
New address: 76 East Smith Store St. Galloway, OH \*\*\*\*\*

**S** Sophie Leonard  
Old address: 649 Sumter St. Gallowa \*\*\*

I'll be happy to assist you with updating your address.

If the service and billing addresses aren't the same (e.g., a child away at college), you can update the service address for any of your devices so your taxes and surcharges are calculated correctly. We generally recommend using a street...

Write a message to Sophie Send

to search Customer waiting for 00:02

**Sophie Leonard**

Profile History

**ACCOUNT OVERVIEW**

ACCOUNT NUMBER  
22-0450-8099

BILLING ADDRESS  
76 East Smith Store St.  
Galloway, OH 43119

PHONE NUMBER: HOME  
(614) 345 - 5687

**BILLING AND PAYMENT OVERVIEW**

TOTAL DUE	PAST DUE
\$198.47	\$115.00

**CUSTOMER BROWSER BEHAVIOR**

- https://support.hudson.com
- https://www.hudson.com

**Dynamic Preview Size**  
The suggestion preview length will dynamically display more lines of text if there are fewer suggestions