Coding Mantis

COURSE EXCERPT · MODULE 3

The client's email goes to AI. The client's data stays with you.

In 30 seconds, only what the reply needs is left.

BEFORE

GOING INTO AI · MADE-UP DATA

About order no. 118. We have worked with Greenway Ltd since 2024. Contact Sarah Collins (sarah.c@example.com, +44 7xxx xxx xxx) says the installation is late. Contract value €12,480; the 8% discount applies from 2 March 2026. Sarah says her manager may cancel the contract.

Every highlighted item points to the client – name, company, amount, even the order number.

⊗ It all lands in someone else's tool. Nobody asked if that is allowed.

AFTER – READY TO PASTE

Same email · without the client

About 30 seconds · by hand, no software

Client A (construction sector, client since 2024) says the installation is late. Their management may cancel the contract. The contract includes a discount.

Needed: a polite draft reply that admits the problem and proposes a specific date.

REMOVED	Names, contacts, company, exact amount, dates, order no.
KEPT	**Only facts for the reply: late, client unhappy, may cancel.**

● Check is in the course ● Pseudonymised, not anonymous

✓ AI gets the task, not the client. That is enough for the reply.

01 Remove the extras
Contacts, numbers, attachments – the task rarely needs them.

02 Swap names for roles
"Client A", "Supplier 1"; an exact amount for a rough one.

03 Read it once more
Could I still tell who it is about? If so: back to step 1.

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