Using AI to Compose your Message

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Applies To: ■ New PoliteMail ☐ Legacy PoliteMail

Version: ☐ 4.9x ☐ 5.0 - 5.45 ■ 5.50+

Two independent AI capabilities have been made available in PoliteMail!

- **AI Writing Assistance** generates and revises text inside either the PoliteMail Builder or Beefree.
- **Paige, the PoliteMail Agent** creates, sends, and measures Messages and Campaigns through a chat agent for either the PoliteMail Builder or Beefree.

AI Writing Assistance

Setup

AI writing assistance uses a **bring-your-own-key (BYOK)** model, so PoliteMail does not supply or bill for the AI model you use. You supply your own AI provider API key and PoliteMail passes your content to the provider you configure; no PoliteMail-hosted model is used.

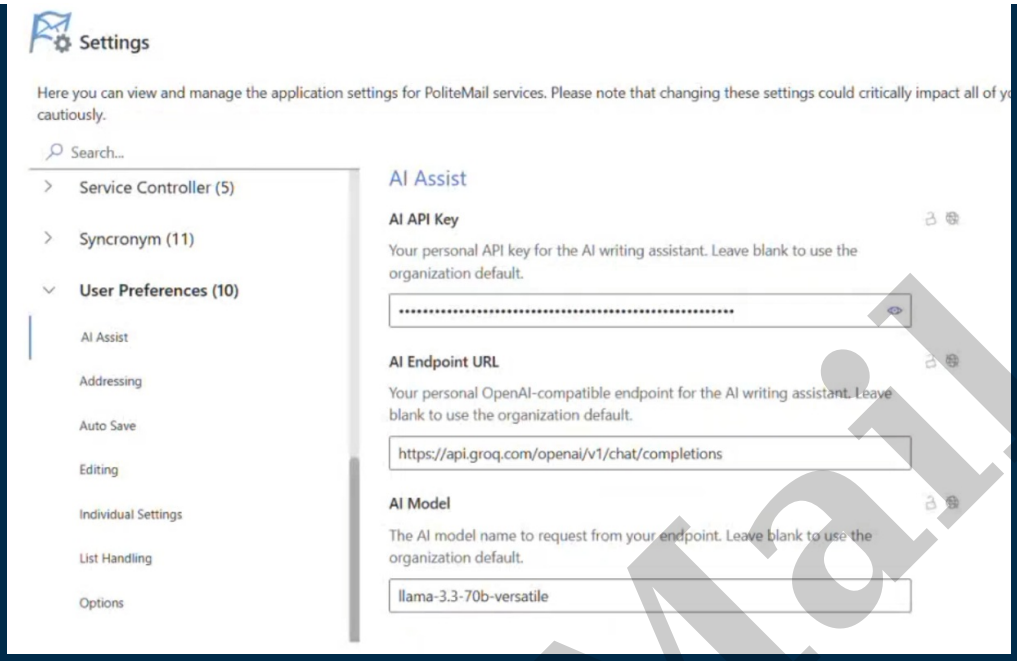
Because the two editors have different architectures, they have **separate configuration sections** in settings. Configuring one does not configure the other. The AI writing button will display in the editor only after the AI settings have been configured correctly.

Supported models and endpoints

Editor	Supported providers
Froala	Any OpenAI-compatible endpoint
Beefree	Anthropic, OpenAI, Azure OpenAI

- **For the PoliteMail Builder in PMO:** Settings for AI Assist may be found in your User Preferences. There are fields for the AI API key, Ai Endpoint URL, and AI Model. These can be set and applied and/or locked by an Administrator for all users if desired. If left blank, the organization setting will be used.

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AI Writing Assist is not available in Beefree.

How it Works

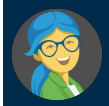
- For the PoliteMail Builder in PMO, an Ai button is added to your toolbar. Clicking on it opens up a window where you can enter a prompt to create your content. Examples might include "write a compelling heading about [topic]" or "create 3-4 paragraphs of text about [topic]".

Know the Limitations of AI

The AI Assist feature is designed to speed up the content creation process when you already have a good idea of what you have in mind!

- The PoliteMail Builder inserts whatever HTML the model returns, including malformed or broken markup. Review any AI-generated HTML before sending.
- Results depend entirely on the model you configure; output quality and image support vary by provider.

Paige, the PoliteMail agent



Paige is a PoliteMail agent you talk to in natural language. It calls a curated subset of the PoliteMail API on your behalf, so it can act on your real templates, messages, and results rather than just describing them. The endpoint set is intentionally limited to keep responses reliable and to avoid ambiguous actions.

Like other Microsoft Copilot agents, the Paige Agent is in preview; it might not be available to every organization or tenant and might change.

PoliteMail

Paige is available via M365 Copilot currently, with later availability to other platforms via MCP in the future. With Paige, you can:

- Create, send, and measure email campaigns
- View and edit templates
- Create templates in either the PoliteMail Builder or Beefree
- Report on sent messages and campaigns
- Fix problems in an existing template — for example, alignment issues
- Return deep links to templates and reports. Note deep links returned by Paige will always open the item in New PoliteMail in your web browser; they do not open inside classic or new Outlook.

> Using Paige requires a Microsoft Copilot license, and you must be using Entra ID OICD SSO. SAML is not currently supported.

Fixing an existing template

Because Paige can both view and edit templates, you can hand it a template that already has a problem and ask it to fix the problem directly, such as asking Paige to fix an odd alignment.

> **Tip:** Generating a whole message from a short prompt tends to produce generic output. The stronger value is repair work — taking a specific, fiddly problem that would take a person a while to correct by hand and asking the agent to do it.

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