

Audit entry #4821

PII masked

Tiqora AI audit

Time	24 Jul 2026, 09:14
Feature	auto_reply
Provider · Model	OpenAI · gpt-4o
Ticket	#20394
Run ID	run_8f2a1c4e9b3d
Trigger	auto
Status	200
Tokens (in/out)	2143 / 386
Duration	4820 ms

SYSTEM

You are Tiqora's support assistant. Draft a helpful, empathetic reply for the agent to review. Use the ticket context and any tool results provided. Never invent account details – look them up.

USER

Ticket #20394 – Subject: Payment failed and now I'm locked out of VPN

Customer message:

Hi, I tried to pay my March invoice yesterday and the payment was declined twice, even though the card is valid and has plenty of headroom. Since then I can't get onto the company VPN from home anymore – it just says "access denied" straight away. I need this fixed today because I have a client call this afternoon and all my files are on the internal drive.

My name is [PERSON_1], you can reach me at [EMAIL_1] or [PHONE_1] if it's easier to call. I'm currently connecting from [IP_1] in case that helps. My IBAN on file is [IBAN_1] if you need to double check the direct debit.

Internal note (agent, not visible to customer):

Billing shows two failed SEPA attempts for invoice INV-2026-03-0117, reason code R01 (insufficient funds) both times – worth confirming with the customer whether a second card/account was intended. VPN lockout is very likely automatic: our access policy suspends VPN for accounts with an overdue invoice > 5 days. Check kb article on payment-triggered lockouts before replying, and pull the actual invoice + suspension timestamp so the reply is precise rather than generic.

ASSISTANT

```
kb.search()  
billing.lookup_invoice()
```

TOOL (KB.SEARCH)

```
{"results": [{"id": "kb-0231", "title": "VPN access and overdue invoices", "excerpt": "VPN access is automatically suspended 5 days after an invoice becomes overdue and is restored within 15 minutes of a successful payment. Manual overrides require a supervisor ticket."}]}
```

TOOL (BILLING.LOOKUP_INVOICE)

```
{"invoice_id": "INV-2026-03-0117", "amount": "349.00 EUR", "due_date": "2026-07-05", "status": "overdue", "attempts": [{"ts": "2026-07-23T11:02:00Z", "result": "declined", "reason": "R01 insufficient funds"}, {"ts": "2026-07-23T18:47:00Z", "result": "declined", "reason": "R01 insufficient funds"}], "vpn_suspended_at": "2026-07-10T00:00:00Z"}
```

ASSISTANT

Drafting a reply that explains the automatic link between the overdue invoice and VPN access, gives a concrete next step, and offers a same-day path to restore access.

RESPONSE

Hi [PERSON_1],

Thanks for flagging both issues together – they're actually connected. Invoice INV-2026-03-0117 (EUR 349.00, due 2026-07-05) is overdue, and our access policy automatically suspends VPN 5 days after an invoice becomes overdue. That's why the lockout started, and it isn't related to the payment attempts themselves.

On the payment side: both attempts yesterday were declined with reason R01 (insufficient funds) from the card issuer's side, not something on our end. If the card should have headroom, it may be worth checking with your bank for a temporary hold or a declined-merchant flag – sometimes recurring SEPA collections get blocked after a dispute or a card reissue.

To get you back onto the VPN today: once the invoice is paid, access is restored automatically within about 15 minutes – no ticket needed. If you'd rather not wait on the card, let me know and I can raise a supervisor override for VPN access while the payment is sorted out separately, so you're not blocked for this afternoon's call.

I'll also flag this with billing in case a second payment method makes sense going forward. Let me know which option works and I'll action it right away.

Best regards,
Support Team