

deriveAutoQuestion

September 4, 2026

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Kind: Function

Source: [atloria-monorepo/apps/web/src/app/app/desk/components/copilotUtils.ts](#)

The customer's question = the LAST customer message. The thread description is the first customer message (ThreadView renders it that way), so the fallback chain is: last non-internal, non-agent comment → description → title. Comments with an authorName are agent replies (same rule as the timeline).

Signature

```
function deriveAutoQuestion(thread: Pick<DeskThreadDetail, 'title' | 'description'> & { comment
```

Parameters

Name	Type
thread	<code>Pick<DeskThreadDetail, 'title'</code>

Returns: `string`