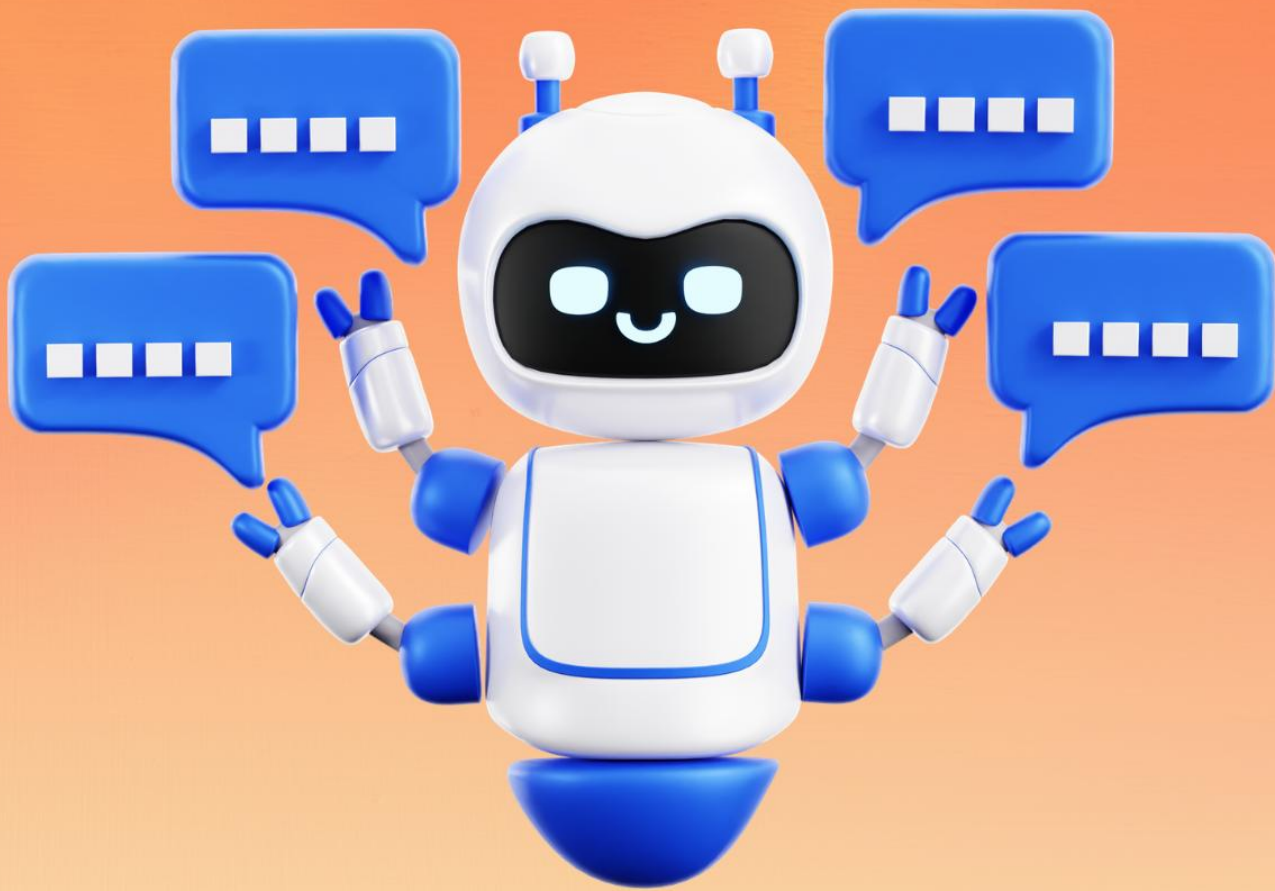


Customer Service Chatbot Templates



20+ Ready-to-use chatbot templates for common support requests

1. Welcome and greeting template

Hello and welcome to **[Company name]**!

I'm here to help with any questions or issues you may have. Whether you need assistance with your account, an order, billing, or technical support, I'll do my best to point you in the right direction.

How can I assist you today?

2. Department routing template

I'd be happy to help.

To make sure your request reaches the right team, could you tell me what you need assistance with?

For example:

- Billing or payments
- Technical issues
- Account management
- Product information
- Something else

Once I know a little more about your request, I'll connect you with the appropriate department or provide the information you need.

3. Business hours inquiry template

Our support team is available during the following hours:

- **[Business hours]**
- **[Time zone]**

If you contact us outside these hours, we'll respond as soon as our team becomes available.

If your question is urgent, feel free to leave a message and I'll make sure it's routed to the appropriate team.

4. Offline support form template

It looks like our support team is currently unavailable.

I'd still be happy to collect your information so we can follow up with you as soon as possible.

Could you please provide:

- Your name
- Email address
- A brief description of your issue

Once your request has been submitted, a member of our team will review it and get back to you within **[Response time]**.

5. Escalation to human agent template

Thank you for providing those details.

Based on the information you've shared, this issue requires assistance from one of our support specialists.

I'm forwarding your request to a member of our team who can investigate further and provide personalized assistance.

I've included the details from our conversation, so you won't need to repeat the information you've already provided.

A support representative will be with you as soon as possible. Thank you for your patience.

6. AI chatbot fallback response template

I'm sorry, but I couldn't fully understand your request.

Could you please:

Rephrase your question, or select one of the following options:

1. Orders
2. Billing
3. Technical Support
4. Account Management
5. Speak with an Agent

I'll do my best to help.

7. Account registration assistance template

Welcome to **[Company name]**!

Let's create your account.

Please provide the following information:

- Full name: **[Name]**
- Email address: **[Email]**
- Preferred username (optional): **[Username]**

Once your registration is complete, we'll send a confirmation email to **[Email address]** with instructions to activate your account.

Need help during the sign-up process? Contact us at **[Support contact]**.

8. Account verification template

For your security, we need to verify your identity before proceeding.

Please confirm the email address associated with your account: **[Email address]**

A verification code will be sent to your registered contact method. Enter the code below to continue:

Verification code: **[Code]**

If you're unable to access your registered email or phone number, please contact **[Support team]** for assistance.

9. Password reset template

Forgot your password? No problem.

Enter the email address associated with your account: **[Email address]**

We'll send a password reset link to your inbox.

If you don't receive the email within **[X minutes]**, check your spam folder or contact **[Support contact]** for further assistance.

10. Login troubleshooting template

We're sorry you're having trouble signing in.

To help us identify the issue, please provide the following details:

- Email address: **[Email address]**
- Device: **[Desktop/Mobile/Tablet]**
- Browser or app version: **[Browser/App]**
- Error message (if any): **[Error message]**

Additional details: **[Describe the issue]**

We'll review the information and help you get back into your account as quickly as possible.

11. Account update request template

I can help you update your account information. Please tell us what you'd like to change:

- Email address: **[New email]**
- Phone number: **[New phone number]**
- Billing information: **[Updated details]**

For security purposes, we may ask you to verify your identity before certain changes can be completed.

12. Order status inquiry template

I'd be happy to check your order status.

Please provide one of the following:

- Order number: **[Order number]**
- Email address: **[Email address]**

Once I locate your order, I'll share the latest update, including its current status and any available shipping information.

13. Package tracking template

Let's track your package. Please provide:

- Order number: **[Order number]**
- Tracking number: **[Tracking number]**

Current status: **[Current status]**

Estimated delivery date: **[Estimated delivery date]**

If you need additional information about your shipment, please let us know and we'll be happy to assist.

14. Order cancellation request template

I can help you request an order cancellation. Please provide:

- Order number: **[Order number]**
- Reason for cancellation: **[Reason for cancellation]**

We'll review your request and confirm whether the order can still be cancelled.

An update will be sent to **[Email address]** once your request has been reviewed.

15. Return request template

I'd be happy to help you start a return. Please provide:

- Order number: **[Order number]**
- Item(s) to return: **[Product name(s)]**
- Reason for return: **[Reason for return]**

Once we receive your request, we'll provide the next steps for returning your item, including any shipping instructions if applicable.

16. Refund request template

I can help you submit a refund request. Please provide:

- Order number: **[Order number]**
- Product or service: **[Product or service name]**
- Reason for refund: **[Reason for refund]**

We'll review your request and send an update to **[Email address]** once a decision has been made.

If approved, refunds are typically processed within **[X business days]**.

17. Billing inquiry template

We'll need a few details to review your billing inquiry. Please provide:

- Account email: **[Email address]**
- Invoice number (if available): **[Invoice number]**
- Description of the issue: **[Billing question]**

Once we receive this information, we'll review your account and provide clarification on any charges, invoices, or payment-related questions.

18. Payment failure assistance template

We noticed there was an issue processing your payment. To help us identify the cause, please provide:

- Account email: **[Email address]**
- Payment date: **[Payment date]**
- Error message (if displayed): **[Error message]**

We'll review the details and recommend the next steps to complete your payment successfully.

19. Subscription upgrade template

You're requesting a subscription upgrade. Please provide:

- Current plan: **[Current plan]**
- Desired plan: **[New plan]**

We'll review the available upgrade options and confirm any pricing changes before updating your subscription.

The effective date of the new plan will be shared during the upgrade process.

20. Subscription cancellation template

We're sorry to hear you're considering cancelling your subscription. To process your request, please provide:

- Account email: **[Email address]**
- Subscription plan: **[Plan name]**
- Reason for cancellation (optional): **[Reason]**

We'll review your request and confirm your cancellation details, including any remaining access and billing information.

21. Invoice request template

To locate the correct invoice, please provide:

- Account email: **[Email address]**
- Invoice number (if available): **[Invoice number]**
- Billing period: **[Month/Date range]**

Once the request is verified, a copy of the invoice will be sent to **[Email address]**.

22. Issue acknowledgment template

Thank you for reporting this issue. To help us understand what's happening, please provide the following details:

- Product or service: **[Product name]**
- Description of the issue: **[Issue description]**
- When the issue started: **[Date/Time]**

We'll review the information and guide you through the next steps.

23. Technical troubleshooting template

To help us troubleshoot the issue, please provide:

- Device: **[Desktop/Mobile/Tablet]**
- Operating system: **[Operating system]**
- Browser or app version: **[Browser/App version]**

- Error message (if any): **[Error message]**
 - Additional Details: **[Describe what happened]**
-

24. Service outage notification template

We're currently aware of an issue affecting **[Product/Service name]**.

Status: **[Investigating / Identified / Monitoring]**

Our team is actively working to restore normal service as quickly as possible.

We'll continue to share updates as new information becomes available.

Latest update: **[Status update]**

25. Bug report submission template

Thank you for bringing this to our attention.

Please provide the following information:

- Product or feature: **[Product/Feature name]**
- Description of the bug: **[Bug description]**
- Steps to reproduce: **[Steps]**
- Expected result: **[Expected behavior]**
- Actual result: **[Actual behavior]**

Any screenshots, recordings, or error messages you can share may help us investigate the issue more quickly.

26. Ticket creation template

Your request is ready to be submitted.

Please confirm the following details:

- Subject: **[Issue summary]**
- Category: **[Support category]**
- Description: **[Issue description]**
- Priority: **[Low / Medium / High]**

Once submitted, your support ticket will be assigned to the appropriate team. Estimated response time: **[Response time]**

27. Resolution confirmation template

Our records show that your request has been resolved.

Before we close this conversation, please let us know whether the issue has been fully resolved.

Resolution status: **[Resolved / Still need help]**

Additional Comments: **[Comments]**

If you're still experiencing the issue, our support team will continue working with you until it's resolved.

28. Customer satisfaction (CSAT) survey template

Thank you for contacting **[Company name]**.

We'd appreciate your feedback on your recent support experience.

How satisfied were you with the assistance you received?

- ★★★★★ Very Satisfied
- ★★★★ Satisfied
- ★★★ Neutral
- ★★ Dissatisfied
- ★ Very Dissatisfied

Additional Feedback: **[Comments]**

Your feedback helps us improve our products and customer service.

29. Net promoter score (NPS) survey template

Thank you for using **[Company name]**.

On a scale of 0 to 10, how likely are you to recommend our product or service to a friend or colleague?

Rating: **[0-10]**

What was the primary reason for your score?

[Feedback]

Your response helps us better understand what's working well and where we can improve.

30. Follow-up check-in template

It's been a few days since we helped resolve your request, and we'd like to check in.

Are things working as expected now?

Response: **[Everything is working / I still need help]**

Additional Feedback:

[Comments]

If you need further assistance, simply reply with more details and we'll be happy to take another look.
